# 2009/10 Report on Multiculturalism

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**Letter to the Lieutenant-Governor of the Province of British Columbia**

To His Honour
The Lieutenant-Governor of the
Province of British Columbia

May it please Your Honour:

Pursuant to section 7(3) of the *Multiculturalism Act*, I respectfully submit the 16th annual report on the operation of the Act. This report covers the activities for the 2009/10 fiscal year.

Respectfully submitted,

Honourable Harry Bloy
Minister
Ministry of Social Development

**Letter to the Minister**

Honourable Harry Bloy
Ministry of Social Development
Honourable Minister:

I respectfully submit the Report on Multiculturalism: Government of British Columbia 2009/10. This report documents the activities of the Government of British Columbia, and Crowns in support of the *Multiculturalism Act* for 2009/10.

Sincerely,

Mark Sieben
Deputy Minister
Ministry of Social Development

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# Minister's Message

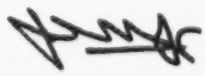
I am pleased to present the annual Report on Multiculturalism: Government of British Columbia (2009-2010). For 16 years, each government ministry and corporation has submitted a report to the Minister Responsible for Multiculturalism setting out initiatives undertaken during the past fiscal year to promote and support the government's multiculturalism policy. I thank the Multicultural Advisory Council for its work, and look forward to its insights in the year ahead.

This report covers the year leading up to one of British Columbia's finest moments: the 2010 Olympic and Paralympic Games. During the 25 days of the games, people from all over the province and across Canada showed the world what is possible when our differences inspire instead of divide.

This province is endowed with abundant resources, but the cultural and ethnic diversity of British Columbians is proving to be the greatest resource we have. One quarter of our fellow citizens chose to live here, and with them have come the traditions, ideas and attributes that contribute to British Columbia's prosperity. For centuries people have immigrated to create a new and better life for themselves — but especially for their children, and their children's children. This government will work to support those aspirations and help build strong families and communities.

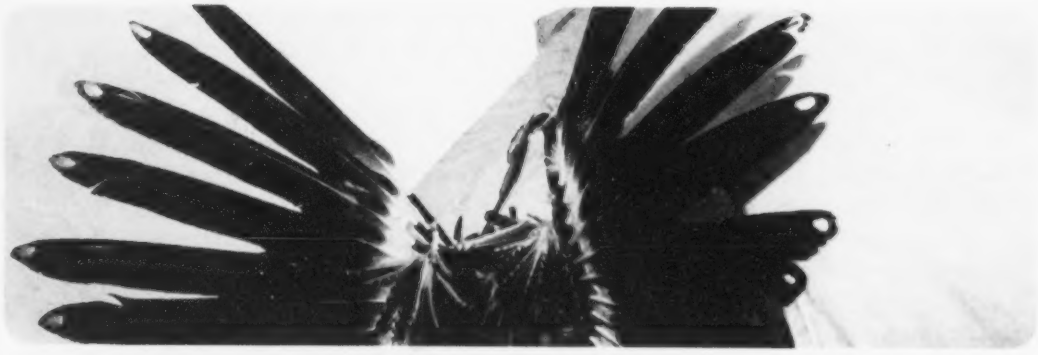
Within this report, there are examples of commitments to both the goals of the *Multiculturalism Act* — to recognize that diversity enriches the lives of all of us — and the goal of putting families and communities first. Aboriginal families are being strengthened by increased opportunities to participate in the resource sector; cultural communities have a role in designing services for children; and people with disabilities are being supported by Community Living British Columbia in their desires to live as independently as possible, with meaningful work within caring communities.

Strong families, strong communities and the ability to appreciate the heritages and contributions of everyone who lives in this province are the building blocks to the prosperity we share.



Harry Bloy
Minister of Social Development
Minister Responsible for Multiculturalism

# Our Historic Moment



In 2010, the eyes of the world were on Vancouver to witness an important milestone in Canadian and Aboriginal history, when Aboriginal and non-Aboriginal partners came together to host the 2010 Olympic and Paralympic Winter Games. The Games delivered economic, cultural and educational opportunities within the Lower Mainland, across British Columbia, the nation and beyond.

The Opening and Closing Ceremonies of the 2010 Games were a proud and historic demonstration of respect, recognition and reconciliation. The Chiefs of the Four Host First Nations — the Lil'wat, Musqueam, Squamish and Tsleil-Waututh, upon whose traditional territories the Olympics games were held — sat with other heads of state to share in the excitement of the ceremonies. They were the first Aboriginal peoples to ever share nation status at any Olympic event.

While celebration was the order of the day, the partnerships and benefits were much more than simply ceremonial. The Four Host First Nations' welcome to the world was captured through sacred songs, prayers and spiritual dances, and the heartbeat of the drum created a lighted path to each and every participating country's sport delegation and athletes who entered the Olympic Stadium.

This grand Four Host First Nations traditional welcome to the world was meaningful for the cultural protocols of British Columbia's Aboriginal peoples, and it made a lasting impression on all British Columbians, Canadians and visitors. In addition, economic and business partnerships were developed through the historic Protocol Agreement, in which the Four Host First Nations agreed to co-ordinate their efforts to host and support the 2010 Winter Games. These partnerships led to opportunities to promote, publicize and market Aboriginal goods and services to an international audience; a first that demonstrated to all countries the power of a mutually beneficial business relationship.

This diversity in Aboriginal cultures, anchored in generations of history, has inhabited the Province of British Columbia since long before the arrival of settler populations. Today, British Columbia remains the home and traditional territory of over 200 First Nations, representing about 130,000 people and over 30 unique First Nation languages. Aboriginal people continue to live in all corners of British Columbia, on-reserve, off-reserve, in rural and urban communities throughout the province. Overall, half of all Aboriginal peoples in the province live in urban settings, including the majority of the province's small Inuit population of about 800 people.

Approximately 60,000 Métis live in British Columbia, a people whose origin serves as a strong example of multiculturalism. The Métis Nation evolved from coexisting cultures, and the origin of the Métis community is inextricably tied with that of the fur trade in Canada, when intermarriages between European traders and Aboriginal women became common. As a result, the Métis

# Our Historic Moment

developed as a people, distinct from both First Nation and European cultures.

The levels of cultural and linguistic diversity among the Aboriginal peoples in this province is similar to the cultural and linguistic diversity of the many newcomers and immigrants that have made British Columbia their home. According to the 2006 census, 27 per cent of British Columbia's population was born outside of Canada, and over one million British Columbians self-identified as a visible minority, with the top visible minority populations being Chinese, South Asian and Filipino, and the top three mother tongue languages being English, Punjabi and Chinese.

Immigration is an important cornerstone of British Columbia and our province continues to grow as a multiculturalism hub, comprised of Aboriginal communities, settlers of European descent and other immigrants. This growth makes British Columbia one of the most culturally diverse provinces in urban and rural centres. With any growth in a society comes challenges and opportunities, but more critically, there is also the need for a respectful co-existence of cultures.

In recent years, the Province of British Columbia has worked closely with First Nations, Métis, and other Aboriginal leaders to support Aboriginal cultures through the implementation of a variety of relationship-building processes. The New Relationship vision, developed in 2005 by the Province of British Columbia and First Nations leaders, identifies respect, reconciliation, and recognition of Aboriginal rights and title as the foundation for building on-going relationships between the Province and Aboriginal people. This New Relationship is fostered by a new approach of working together; an approach that celebrates and recognizes cultures, particularly Indigenous cultures.

Examples include:

- The establishment of the British Columbia treaty process, and the successful negotiations of modern-day treaties with the Nisga'a Nation, the Tsawwassen First Nation and Maa-nulth First Nations.
- The Transformative Change Accord was signed in November 2005 by the Province, the federal government and the First Nations leadership organizations.
- The Métis Nation Relationship Accord was signed in May 2006 by the Province and the Métis Nation of British Columbia.
- These accords commit to improving government-to-government relationships and to closing the social and economic gaps between Aboriginal people and other British Columbians. In addition, the Transformative Change Accord places a focus on reconciling Aboriginal rights with those of the Crown.
- The Aboriginal name of the Queen Charlotte Islands – Haida Gwaii – has been restored and is once again being used in all government documentation.
- British Columbia has joined Washington State in officially naming the area covered by the Georgia Basin-Puget Sound ecosystem the Salish Sea. The Salish Sea will not

change existing names, but will serve to designate the body of inland salt waters stretching from Campbell River and Desolation Sound to the southern reaches of Puget Sound.

- The Provincial Nesika Awards, now in their second year, honour and celebrate British Columbia's cultural diversity and Indigenous communities. Nesika is Chinook jargon for "we, us, our." It comes from a trade language used by many different Aboriginal linguistic groups along the west coast of North America.

With this new approach and recognition comes an important responsibility for all people to learn about each other's cultural and linguistic diversity. New immigrants are strongly encouraged to build new roots and contribute to the vibrant social and economic life of this province. Through WelcomeBC, new immigrants are helped when settling into British Columbia and they are encouraged to participate fully in local economies and community life. To further support multiculturalism and the elimination of racism, EmbraceBC works with both Aboriginal and non-Aboriginal peoples to learn from each other's cultural strengths and community values, resulting in a deeper level of mutual understanding.

The 2009/10 Report on Multiculturalism highlights programs throughout the provincial government that support British Columbia's *Multiculturalism Act*. Through our collective humanity and respect for the diversity of languages and perspectives, we are building a legacy that inspires the spirit of "welcome, accept and embrace" for today and for the future.

# Multicultural Advisory Council

The Multicultural Advisory Council (council) is proud of another year of providing direction to government and activities to promote multiculturalism and eliminate racism in British Columbia. The council supports the new developments taking place in B.C. to build welcoming and inclusive communities. The council is proud to have endorsed the provincial government's launch and implementation of EmbraceBC.

An important highlight for this year was council's commitment to create an inspirational and strategic provincial multiculturalism vision statement and identify the council's mission statement in January 2010. The vision statement is: "British Columbia is a model society that embraces the cultures and traditions of its people with opportunities for all to live and grow. "The council's mission statement is: "To provide strategic advice to the minister to stimulate and leverage all sectors and communities to achieve the provincial vision on multiculturalism. "The council also identified priorities for the minister to achieve the provincial multiculturalism vision and created three committees: education, champions and sectors.

The council identified the need to encourage educational initiatives in schools that foster youth to become leaders in multiculturalism. As such, it recommended to the minister that Multiculturalism Week in British Columbia be changed from the third week of February to a time that closely aligns with the school year, avoiding exam period and holidays. After discussions with key stakeholders, including staff from Ministry of Education, the recommendation was approved by the minister.

The council was proud to host the second annual Provincial Nesika Awards that were held in Vancouver as part of Multicultural Day celebrations on Feb. 20, 2010. Fifteen nominations were received to recognize the people and organizations in communities across B.C. whose exceptional work helped to bring diverse cultures together. The two award recipients were the Karen Initiative in the organization category, for helping Karen refugees to adjust to life in Canada; and Paul Mulangu, the founder of the Centre of Integration for African Immigrants, in the individual category. Each recipient was given $5,000 to support a local initiative.

We are proud of council deliberations that have provided advice on government programs and initiatives that include EmbraceBC and WelcomeBC. Through council's advice to the minister, the council is confident that this work will move British Columbia forward as a regional, national and international leader in developing promising practices in multiculturalism and creating inclusive communities.

Currently, there are 12 council members — eight members retired from the council and four new members were appointed this year. I wish to acknowledge the contributions that previous council Chair, John Halani, and former and current council members have made by generously sharing their diverse insights and expertise on multiculturalism and anti-racism issues. I would also like to thank all the staff of the Multiculturalism and Inclusive Communities Office for their efficient and effective secretariat support to the council.

Respectfully submitted,

Edmond Luke
Chair

# Multicultural Advisory Council

Members of the Multicultural Advisory Council for 2009/10:

Edmond Luke (Chair), Vancouver
Ashli Komaryk-De Lucio (Vice Chair), Vancouver
Andrée St. Martin, New Westminster
Mel Kotler, Kelowna
Michelle Rakotonaivo, Surrey
Mo Dhaliwal, Vancouver
Myrt Turner, Prince George
Raj Pagely, Saanichton
Randy Sandhu, Richmond
Shellina Lakhdhir, North Vancouver
Susan Tatoosh, Vancouver
Yonah Martin, Vancouver

Meetings:

The council held four meetings during 2009/10 and worked at the committee level throughout the year. All four council meetings were held in Vancouver.

The first meeting for the fiscal year was held on July 24, 2009 under Chair John Halani. A highlight for the council was the public launch of the EmbraceBC initiative on July 20, 2009 at the Roundhouse Community Centre in Vancouver. Over 1,300 stakeholders received the EmbraceBC launch news release and funding information. Minister Stewart thanked the council for the work specific to multiculturalism and anti-racism and the importance of the council's role. The council discussed several issues including an education centre for multiculturalism, youth engagement through regional forums in the province and the Provincial Nesika Awards with the minister. There were presentations from Citizenship and Immigration Canada's Multiculturalism Program, about their program area, and from the Ministry of Public Safety and Solicitor General, Victim Services and Crime Prevention, on preventing youth gang violence.

At the council's second meeting on Nov. 20, 2009, new council members were welcomed, including Edmond Luke as the new Chair. The minister provided an overview of government's commitments and successes on multiculturalism and anti-racism and asked the council to recommend a provincial multiculturalism vision and a council mission statement. The council began a visioning process to define the provincial multiculturalism vision and the council's mission.

On Jan. 15, 2010, council held its third meeting where it approved the recommended provincial multiculturalism vision and the council mission statements. These were approved by the minister shortly after. The council identified its key priorities and formed three committees: education, sector and champions.

At the council's fourth and final meeting on March 26, 2010, the council debriefed on the Provincial Nesika Awards event held in Feb. 2010 and explored new emerging priorities including seniors, business and at-risk youth. Staff from the Labour Market and Immigration Division, located in the Ministry of Advanced Education and Labour Market Development, provided an update on the WelcomeBC framework and program review.

# Ministries >>>

*All ministry names and responsibilities are current to the 2009/10 fiscal year that this report covers.*

# Ministry of Aboriginal Relations and Reconciliation

**Mandate**

The Ministry of Aboriginal Relations and Reconciliation initiates and promotes innovative approaches to Aboriginal policy and is the Province's representative for all treaty negotiations. The ministry builds collaborative relationships with Aboriginal peoples based on respect and recognition to achieve reconciliation. Treaties and other agreements stimulate investment, create jobs and expand economies in communities throughout British Columbia and provide a better quality of life for Aboriginal peoples.

The ministry is also government's lead on the New Relationship and works across government, and in partnership with Aboriginal peoples to implement the Transformative Change Accord and Métis Nation Relationship Accord in areas such as education, housing and infrastructure, health, economic development and Crown-Aboriginal relations in order to work towards closing the social and economic gaps between Aboriginal peoples and other British Columbians.

**Executive Commitment to Multiculturalism**

The ministry supports the continued strength and diversity of indigenous multiculturalism through many different initiatives focusing on two main areas: treaties and lasting agreements; and, social, cultural and economic programming and services administered through Aboriginal organizations.

Executive promotes sharing of multiculturalism experiences and stories with staff through team meetings, orientation sessions and ministry events, and supports the Aboriginal youth internship program, including three Aboriginal youth interns hired in 2009/10.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The ministry works in partnership with other provincial ministries/agencies, Crown corporations, Aboriginal leaders and organizations, the private sector and the federal government to support activities and initiatives to achieve reconciliation and to close socio-economic gaps. The ministry is

committed to working with First Nations to revitalize and protect languages and cultures, and to restore fluency and literacy in First Nations languages.

The ministry demonstrates several processes and practices in hiring and working culture that support multiculturalism, such as:

- Worked with the Public Service Agency to establish innovative approaches to building capacity and staff competencies in Aboriginal relations within the B.C. public service.

- Provided opportunities for staff, through the ministry's policy committee, to increase or expand their knowledge of Aboriginal issues by taking leadership roles within working groups in the ministry and across government.

- Lead planning and co-ordination of initiatives designed to increase awareness and knowledge of Aboriginal cultures, and informing the use of cultural practices in the workplace by the Aboriginal relations committee.

**Highlights of Initiatives**

- Signed two Reconciliation Protocols — one with Turning Point Coastal First Nations and the other with Haida Nation, which included restoring the name Haida Gwaii to the Queen Charlotte Islands in recognition of the long history and habitation of the Islands by the Haida Nation;

- Gave effect to the Tsawwassen First Nation treaty, which became the first urban treaty in the history of British Columbia and the first modern treaty negotiated under the British Columbia Treaty Commission process;

- Initialled the Yale Final Agreement with Canada and Yale First Nation;

- Signed a memorandum of understanding with the Unified Aboriginal Youth Collective to promote the expression of Aboriginal youth perspectives on issues that matter to Aboriginal youth and communities;

- Supported development of strong legacies for the Four Host First Nations from their involvement in the Vancouver 2010 Olympic and Paralympic Winter Games;

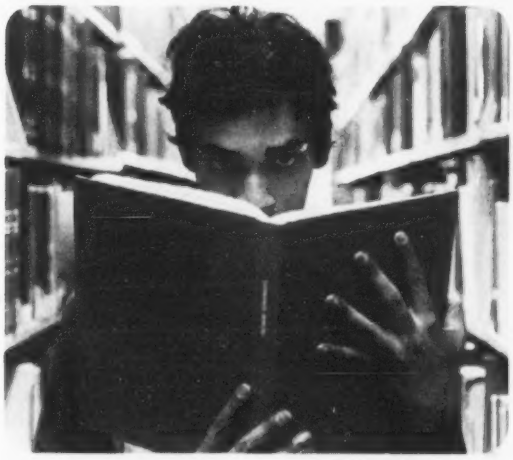
- Partnered with the BC Achievement Foundation to establish the inaugural Aboriginal Business Awards to honour and celebrate Aboriginal entrepreneurs in B.C.; and

- Supported National Aboriginal Day celebrations to build awareness and to celebrate the diversity of Aboriginal cultures throughout the public service. All ministry staff were encouraged to attend the celebrations and invitations were sent out across the public service's network of Aboriginal employees.

# Ministry of Advanced Education and Labour Market Development

**Mandate**

Provide British Columbians with opportunities for success through high quality post-secondary education, skills training, labour market development and immigration programs.



**Executive Commitment to Multiculturalism**

The Ministry of Advanced Education and Labour Market Development (ALMD) welcomes and values diversity in the workplace and is committed to having a workforce that reflects the clients we serve. For example, over 18 different languages are spoken by employees in the Economic Immigration Programs Branch and the Immigration and WelcomeBC Branch.

**Key Processes, Policies and Structures in Support of Multiculturalism**

- WelcomeBC, which is the Province's strategic framework for immigrant settlement and integration programs and welcoming communities initiatives, supports a range of initiatives that promote multiculturalism.
- The Community Adult Literacy Program (CALP) supports literacy training and services for adults, including Aboriginal peoples.
- The Aboriginal Post-Secondary Education Strategy helps Aboriginal learners succeed in post-secondary education and training.
- ALMD provides support for international education, which enhances the diversity of our campuses and communities, and helps British Columbians expand their cultural and linguistic fluency.

**Highlights of Initiatives**

Within WelcomeBC:

- Approximately 18,500 newcomers to British Columbia were served by settlement-focused language training programs, which include curriculum about Canadian values related to multiculturalism and diversity.
- Settlement information and referral services for newcomers were expanded, helping 85,000 clients adjust to Canadian society and B.C.'s education system through services delivered at 800 B.C. schools.
- Funding for 58 multi-sectoral community-based projects was provided through the Welcoming and Inclusive Communities Program. The program, which helps communities engage and integrate newcomers, was recognized as a best practice by the G8 expert committee on diversity.
- Support was provided for a range of employment initiatives for immigrants such as working with employers to create workplaces where immigrants are welcomed and valued.

# Ministry of Advanced Education and Labour Market Development

- The Welcoming Communities gateway was launched through WelcomeBC.ca. The gateway, which is the first of its kind in Canada, ensures communities can access resources to welcome and retain newcomers.

- The BC Newcomer's Guide was revitalized in 2009/10. It includes information about Canadian values related to multiculturalism and diversity.

- Through CALP, $2.4 million was provided to fund 67 literacy programs that served approximately 700 learners.

Under the Aboriginal Post-Secondary Education Strategy:

- 195 Aboriginal student spaces were funded at public post-secondary institutions.

- Funding was provided for Aboriginal gathering places at public post-secondary institutions. Gathering places reflect the character, community and traditions of Aboriginal cultures.

- Funding was provided to implement Aboriginal service plans in collaboration with Aboriginal communities at 11 public post-secondary institutions.

To help promote international education:

- ALMD developed an Education Quality Assurance designation to assure foreign students, families and governments about the excellence of institutions that earn the designation.

- Funding was provided to The BC Council on International Education to help promote BC as a study destination for international students.

# Ministry of Agriculture and Lands

**Mandate**

The Ministry of Agric[illegible]re and Lands helps the agriculture, aquacultur[illegible]d food sectors to grow and achieve economic, social and environmental sustainability, supporting the delivery of safe, healthy and high quality food through the federal-provincial-territorial agreement, Growing Forward. In addition, the ministry guides Crown land administration across government, including administration of Crown contaminated sites, and promotion of brownfield redevelopment.

**Executive Commitment to Multiculturalism**

Executive is committed to building a welcoming and diverse organization that embraces all individuals and removes employment barriers. The ministry offers training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity, and ensures government policies on multiculturalism are available to all staff. The ministry supports the Province's commitment to a New Relationship with Aboriginal peoples and continues to work with First Nations to use Crown land and agricultural resources to leverage outcomes benefiting Aboriginal peoples and all British Columbians and align with broader government objectives.

**Key Processes, Policies and Structures in Support of Multiculturalism**

- Make First Nations information available to MAL staff.
- Recruitment and selection practices are merit-based and qualifications, experience and expertise are considered regardless of ethnicity, culture or disabilities.
- Follow government policies which prohibit discrimination in the workplace.

**Highlights of Initiatives**

- Promoted First Nations agriculture and aquaculture opportunities to leverage outcomes which align with other government objectives and commitments, including the Transformative Change Accord and the New Relationship.
- Worked with Canada and the Western Agriculture Labour Initiative to bring Mexican agriculture workers into B.C. to provide high quality labour supply.

- Partnered with First Nations in agriculture, aquaculture and Crown land opportunities to leverage outcomes which align with other government objectives supporting job creation, addressing climate change and encouraging affordable housing, and promoting local production and consumption of healthy and nutritious food.

- Collaborated with the berry industry to organize three training sessions in summer 2009 to acquaint non-English speaking farmers on new cannon guidelines and being a good neighbor. Sessions were translated to Punjabi.

- Nursery Growers' Short Course in January 2010 had a speaker who focused on educating nurseries and growers to the Latino culture and the culture shock workers experience when they come to Canada, with the goal of improving working relationships with Mexican workers on the Seasonal Agricultural Workers Program.

- The Reclamation and Prospecting Project was established to measure the extent to which an innovative minerals industry training project would enhance Aboriginal youth attachment to the labour force, promote participation in further education and training, as well as provide trained workers for employers in northwest British Columbia and improve understanding of the minerals industry at the community level.

- Translated the brochure advertising the Good Agricultural Practices (GAP) manual on food safety for producers who are not following national on-farm food safety programs into Punjabi and Chinese.

- Translated information posters that complement the GAP manual to address food safety practices into French, Spanish, Chinese, Punjabi and Vietnamese.

- Initial connections have been made with Mexican government to translate the GAP manual into Spanish as a resource for Mexican workers who are employed in B.C. agriculture.

- Conducted AgriStability information sessions in Punjabi for tree fruit producers and their accountants. Also held follow up sessions with individuals in Punjabi as requested.

- The tree fruit industry newsletter is translated into Punjabi.

- Support 4-H movement which educates young people from all cultures toward successful entrepreneurship and leadership roles in their communities as adults.

# Ministry of Attorney General

**Mandate**

The Ministry of Attorney General has overall responsibility for the administration of justice in British Columbia. The attorney general has a constitutional and statutory role as the government's lawyer, providing legal advice, representing the government in litigation and drafting legislation. The attorney general has a unique role in government to ensure public affairs are administered in accordance with the law and that government operations conform to non-discrimination provisions of the Charter of Rights and Freedoms and the Human Rights Code.

**Executive Commitment to Multiculturalism**

The Ministry of Attorney General works continuously to ensure ministry programs are delivered equitably, in a way that reflects sensitivity towards multiculturalism and complies with the Charter of Rights and Freedoms and the Human Rights Code. Ministry executive lead the commitment to multiculturalism.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The ministry values workplace diversity where individuals are treated with respect and can work without discrimination. Cultural competencies are built into the ministry's hiring process where appropriate. The ministry strives to ensure policy and program development reflects the province's diversity.

**Highlights of Initiatives**

Court Services:

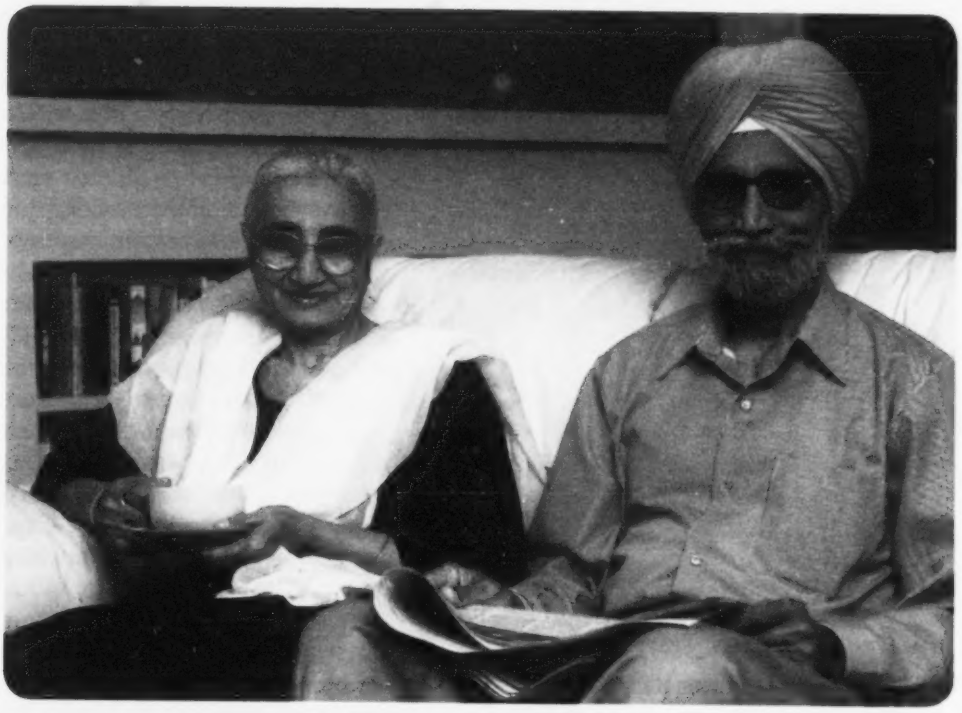
In 2009/10, the ministry's Court Services Branch joined with the Tsawwassen First Nation to implement the Tsawwassen First Nation Final Agreement, which came into effect April 3, 2009. The Final Agreement allows for some civil and criminal matters arising under Tsawwassen law to be heard in British Columbia courts. The branch co-ordinates the efforts of court registries, B.C.'s prosecution service and the judiciary. The successful implementation of these aspects of the Final Agreement represents an historic moment in the evolution of B.C.'s justice system, particularly in making space in the Province's court system for the laws and legal processes of a self-governing First Nation.

Ongoing services include:

- Online training tools that promote multiculturalism continue to be developed for staff. Online orientation training discusses cultural sensitivity requirements for staff. Court clerk training provides information about language differences and use of interpreters.

- Court services has over 200 court interpreters who provide interpretation services at criminal, youth, traffic, municipal and family court hearings, in over 50 spoken languages, including Aboriginal languages and visual languages for the deaf and hard of hearing.

- Court proceedings are conducted in French or French and English in two court locations: Victoria (*Contraventions Act* proceedings only) and New Westminster (criminal and youth court proceedings). New Westminster's bilingual trial team may travel to other court locations



to conduct bilingual or French trials. A dedicated telephone line is available for bilingual official languages registry clerks.

- Circuit courts operate in three First Nations communities: Kwadacha, T'say Keh Dene and New Aiyansh.

- Many court locations have court workers (Ministry of Children and Family Development staff) with an Aboriginal background who assist Aboriginal people accused of crime. Court workers guide accused through the court process and provide referrals to legal, social, educational, employment and medical services.

- First Nations court workers support First Nations' appearances in court, including Prince George Law Courts, where possible.

- Some court locations have used sentencing circles since 2002. An offsite sentencing circle was piloted in Surrey in January 2008.

- All federal criminal forms, Federal *Contraventions Act* forms and brochures, and jury brochures are available in both official languages.

- The B.C. Supreme Court Self-Help Information Centre (operated by the ministry) has online resources for people who represent themselves in court. They include a link to MultiLingoLegal.ca, which provides online access to many multilingual legal publications.

- Courthouses stock multi-language pamphlets published by other government branches or organizations. Two court services pamphlets are available in French. The Violation Ticket Centre's automated telephone system also includes client information in multiple languages.

- The branch has information sheets in seven languages on reporting

obligations for convicted sex offenders.

- Multilingual small claims user guides can be accessed at: http://www.ag.gov.bc.ca/courts/small_claims/info/pilot.htm

- The annual Law Day in B.C. includes presentations from multicultural organizations.

Human Rights

The ministry funds the BC Human Rights Clinic to provide information, general advice and advocacy services, including full legal representation, to eligible clients requiring assistance filing or responding to complaints under the Human Rights Code. The Code protects British Columbians from discrimination in areas such as employment, housing and services and facilities customarily available to the public on the basis of race, colour, ancestry, place of origin and religion. Other grounds include age, marital status, family status, physical or mental disability, gender and sexual orientation.

Through the BC Human Rights Coalition, the BC Human Rights Clinic provides education about rights and obligations under the Code. This includes a telephone service to respond to public requests for information about human rights matters; a comprehensive human rights website that has information about discrimination on the basis of ancestry, colour, place of origin and race; and seminars and training sessions for ethnic and cultural groups and immigrant-serving agencies, as well as employers, service providers, labour representatives and other groups.

The coalition's education uses the ministry's human rights information sheets, which provide plain-language information about human rights protection in British Columbia. Fact sheets on racial discrimination and information for employers are of particular importance in the multiculturalism context. Information sheets are available in English, Chinese and Punjabi and are online at the ministry's human rights protection website: http://www.ag.gov.bc.ca/human-rights-protection/index.htm.

As a member of the continuing committee of officials on human rights, the ministry reports on British Columbia's compliance with United Nations human rights treaties (such as the International Convention on the Elimination of All Forms of Racial Discrimination). The ministry also participates in federal-provincial-territorial discussions considering whether Canada will ratify or sign other United Nations instruments.

Justice Services

The ministry funds the Legal Services Society and People's Law School to deliver public legal education and information. Selected materials have been translated into Chinese, Farsi, French, Japanese, Korean, Punjabi, Spanish, Vietnamese, Russian, Arabic and Polish. Legal information is also provided through ethnocultural media outlets, such as radio and newspapers. Many public legal education and information programs have been tailored for First Nations people.

The ministry's Dispute Resolution Office administers funding, through the Ministry of Advanced Education and Labour Market Development, to enhance public legal

education and information for immigrants. This has resulted in increased access to law-related classes for English language services for adults, expansion of the court information program for immigrants and enhanced training and collaboration between the Immigrant Public Legal Education and Information Consortium Project (http://www.immigrantlegal.ca/) and settlement workers. The result is better web access to tools and resources about employment standards and housing issues and increased use of multicultural media to provide education.

Family Justice Services

The Child Protection Mediation Program provides brochures in Chinese, Farsi, French, Korean, Punjabi, Spanish, Tagalog and Vietnamese. Parenting After Separation (a free, three-hour seminar to inform parents about the effect of divorce and separation on children) is offered in Cantonese, Mandarin, Punjabi and Hindi in Vancouver and Surrey. A handbook for parents is available in Chinese, French and Punjabi.

Dispute Resolution Office

Public information materials on the civil rules consultation website were posted in French, Chinese Traditional, Chinese Simplified, Spanish and Punjabi languages. Fact sheets explaining the small claims court pilot project were translated into French, Chinese (Simplified) Punjabi and Vietnamese.

The Legal Services Branch, in conjunction with the ministry's Criminal Justice Branch, has an articling position for indigenous, articled students. The program allocates one articling position annually for a law student with indigenous ancestry.

B.C.'s Prosecution Service - Criminal Justice Branch

B.C.'s prosecution service continues its role on the B.C. Hate Crime Team, providing legal advice, information and support to police and other Crown counsel across the province. Cases where criminal activity is motivated by bigotry and intolerance are regarded as serious matters, whether bias, prejudice or hate is an aggravating factor as set out in section 718.2 of the Criminal Code; or the offence is one of willful promotion of hatred or advocating genocide, as provided for in sections 318 and 319 of the Criminal Code. The branch's professional development team held a training session for Crown counsel on prosecution of hate crimes. The branch maintains a liaison with the Vancouver Police Department diversity policing section and has a French prosecutions team. The branch is committed to alternative measures programs that recognize the traditional values and customs of Aboriginal communities and have been authorized under section 717 of the Criminal Code. The branch has also contributed to the development of online information on the criminal justice system in British Columbia.

# Ministry of Children and Family Development

**Mandate**

The Ministry of Children and Family Development (MCFD) promotes and develops the capacity of families and communities to care for and protect vulnerable children and youth, and supports healthy child and family development to maximize the potential of every child in B.C. The continuum of services encompasses all the ministry's programs, including early childhood development, child care, children and youth with special needs, child protection and family development, residential and foster care, adoption, children and youth mental health, youth justice and youth services.

**Executive Commitment to Multiculturalism**

Guided by Strong, Safe and Supported: A Commitment to BC's Children and Youth, MCFD works to ensure the province's children and families have the best chances possible to succeed and thrive. This includes children and youth's participation in culture and traditions that strengthen their development.

One of the guiding principles of Strong, Safe and Supported is the Convention on the Rights of the Child, which sets out children and youth's fundamental human rights, including the right to participate in their own families' cultures and traditions. MCFD policy and standards require staff to respect the views, cultural and ethnic heritage, socio-economic circumstances, spiritual beliefs and identity of the children, youth, families and extended families being served. Also, when appropriate and as identified by the child and family, staff may consult with and involve the family's cultural or ethnic community in the planning and delivery of services.

MCFD supports Aboriginal peoples to exercise jurisdiction in providing for the safety and wellbeing of their children. MCFD believes all Aboriginal children, youth and families, whether on or off reserve, should have access to a full range of effective services that reflect and support their own cultures and traditions.

Aboriginal Policy and Service Support is a dedicated team within MCFD focused on supporting the Aboriginal approach within the ministry's Strong, Safe and Supported Action Plan and Aboriginal Service Delivery Change Conceptual Plan.

**Key Processes, Policies and Structures in Support of Multiculturalism**

- MCFD has participated in cross-ministry initiatives relating to service enhancement in immigrant communities regarding violence against women.
- The north region has implemented the Collaborative Transformation and Succession Planning process. This process is inclusive of all Aboriginal staff and Aboriginal agency staff and MCFD staff to develop leadership skills that culturally appropriated to existing emerging Aboriginal services.
- The north region has established a reconciliation approach to Aboriginal child and family development services using the Touchstones of Hope for Indigenous Children, Youth and

Families. The region has led this process and supported leadership, supervisors, staff and Aboriginal agencies and staff across the region to attend these events.

- Core review of internal and external Aboriginal Cultural Awareness programs was completed in 2009/10 and will inform the planning for future training. All core ministry training currently has a cultural awareness component embedded within the program.

- Foster parent pre-service orientation included training in Aboriginal agency by Aboriginal staff on cultural history and awareness and Comprehensive Plan of Care workshop in Williams Lake.

- Identification in job postings/ interview competencies related to the importance of knowledge and awareness of Aboriginal history and cultural practices.

**Highlights of Initiatives**

- Clients of the Child Care Subsidy, autism funding and medical benefits programs have access to telephone translater services offering service in over 150 languages.

- Immigrant Settlement Services Agencies support parents and providers in the access to child care subsidy. They also provide language translation services and supported dissemination of Shaken Baby Syndrome prevention information.

- MCFD provides interpreters and services, including brochures and parent resources, in multiple and families first language, including Hindi, Punjabi, Persian, Tagalog, Korean, French, Vietnamese, Spanish, Mandarin, Cantonese, Japanese, Brazilian-Portuguese, Somali and English. In some cities, specific ethnocultural workers are in place.

- The Burnaby Newcomer's Centre is a project that began in 2009 as an Early Childhood-focused settlement service for refugee families in Burnaby, of which MOSAIC is the lead agency. The ultimate goal of the project is to integrate refugee children and their families into mainstream programs and services.

- Vancouver Coastal region provides front line services in families' first language, including Hindi, Punjabi, Vietnamese, Spanish, Mandarin, Cantonese and English. In some communities, specific ethnocultural workers are in place.

- The First Steps/Hand in Hand program in Surrey is a refugee pilot project and was designed in collaboration with many community partners. The project was designed to meet the needs of newly arrived refugees in the community as well as refugees who have been in the community for sometime but have not developed a connection to other programs or supports. The program is co-managed by DIVERSECity, Options and Umoja.

- Completion and distribution of Parent Map and Developmental Guide of supports and services in six languages in Vancouver.

- The north region engaged in a month long multicultural event during the 2010 Olympic Winter Games. Each office in the region selected a country to support and organized various events such as lunches, medal counts, flag day and cultural history events as they cheered on their respective country during the Olympic Winter Games.

# Ministry of Children and Family Development

- During 2009/10, the Vancouver Island Region met with members of the MCFD South Island ethnocultural advisory committee to explore ways to engage the ethnocultural community in regional planning and service evaluation. The ethnocultural advisory committee is also represented on the MCFD Vancouver Island Regional Citizen's Advisory Council.

- Family Group conferences are used to develop plans and make decisions regarding vulnerable children while taking advantage of a family's strengths including community and culture. Conferences are arranged to be inclusive of cultural, religious, language and food identified by the family as signficant or meaningful.

- Legislation requires children's Aboriginal and cultual identity to be preserved and recieve guidance and encouragement to maintain cultural heritage.

- MCFD has a number of initiatives to address Aboriginal children in care. Currently there are 24 delegated Aboriginal agencies with "agreements" allowing for the administration and provision of a range of delegated services mandated under the *Child, Family and Community Service Act*.

- The Success by Six (SB6) province-wide ECD community development initiative had 20 Aboriginal coordinators working to promote and increase awareness of the importance of the early years, strengthen community capacity building and support culturally relevant ECD projects and programming in communities across BC through their 87 SB6-funded Aboriginal projects.

- Improving the cultural relevance of the FRIENDS For Life material was considered important to engaging Aboriginal children in B.C. schools.

    - Since 2008, the FRIENDS for Life child program has been made available in French. Teachers/ educators delivering FRIENDS for Life in a grade 4 or 5 classroom continue to have the choice of delivering the FRIENDS curriculum in either English or French.

    - Since 2007, MCFD continues to collaborate with the First Nations Schools Association (FNSA) to support the delivery of the FRIENDS program in FNSA classrooms throughout B.C.

- MCFD hosted four Aboriginal Intern Students in 2009/10.

- Many Aboriginal events were hosted across the province. In particular, MCFD staff in the north region participated in Aboriginal Day events by working in recreational booths and taking children to events.

# Ministry of Citizens' Services

**Mandate**

Citizens' Services plays a leadership role in enabling the transformation of how services are delivered and information is managed across government to meet the needs of citizens, businesses and the public sector. The ministry provides front-line services to citizens on behalf of other ministries, and also has a unique role in government as the provider of much of the enabling infrastructure and services that ministries need to perform their own core business functions efficiently and effectively.

**Executive Commitment to Multiculturalism**

Citizens' Services is building a strong and capable organization that values diversity in the workplace and ensures individuals are treated with respect and dignity. The ministry strives to have a workforce that reflects the diversity of the public we serve.

Citizens' Services works to deliver programs and services in a manner that treats everyone fairly, equitably and respectfully, and supports staff activities that promote awareness of diversity and multiculturalism, including training and development activities.

**Key Processes, Policies and Structures in Support of Multiculturalism**

One of Citizens' Services' key performance measures is the percentage of First Nations with access to broadband facilities. The ministry collaborates with First Nations partners and the federal government on a shared goal of connecting B.C.'s 203 First Nations in support of the Transformative Change Accord. Broadband connectivity in rural and remote areas will provide access to healthcare information, online educational opportunities and government services online. It will also facilitate community and economic development opportunities, and the preservation of culture and languages.

Citizens' Services has re-established the B.C. Government Workplace Profile Program (the Program) to monitor and report on the representation of Aboriginal and self-identified visible minority groups employed by the B.C. government. The intended outcome of the program is to track the profile of employees working for government, in relation to the labour market and the population served.

Multilingual welcome signage has been installed throughout the province, at virtually all public-facing Government of British Columbia offices, including all 60 Service BC Centres. The aim of this initiative is to recognize the multicultural make-up of our province and welcome linguistic diversity in B.C. communities.

Planning meetings have taken place around the goal of bringing together a number of ministry, academic and community leaders to discuss the need for diversity and multiculturalism readiness in the BC Public Service, as well as the skills and tactics we can use for mindful and inclusive interactions. Intended benefits to participants include information on diversity trends, hiring practices, the human rights code and cultural sensitivity skills. The ultimate aim is to give employees and our executive a deeper awareness and new skillsets related to recognizing and respecting diversity in the workplace.

The development of a sustainable corporate diversity learning program for the BC Public Service was initiated in fiscal 2009/10 and will

continue to be developed in 2010/11. This initiative will bring together our ministry's Multiculturalism and Inclusive Communities Office (MICO), the Ministry of Aboriginal Relations and Reconciliation (MARR), the BC Public Service Agency and Citizens' Services diversity advocates, to build a corporate learning framework for diversity curriculum. These partner ministries are proactively utilizing in-house expertise to collaboratively design employee learning programs that promote a respectful workplace culture, as well as support employees in building their cultural competence and diversity awareness skills.

The BC Hate Crime Team continued to meet in 2009/10. The team is an integrated cross-ministry team that includes Multiculturalism and Inclusive Communities staff and police officers. The focus of the team is to exchange information, raise awareness about hate and encourage community groups to report hate incidents to local police.

The Contact Centre at Enquiry BC employs multilingual staff, often allowing B.C. citizens to be assisted in their preferred language. When a staff person is not available to assist a caller in their preferred language, an external translation service is used.

**Highlights of Initiatives**

Service BC's MICO applied provincial and federal program funding in 2009/10 to support a total of 62 initiatives under the BC Anti-Racism and Multiculturalism Program (BCAMP) and EmbraceBC. These initiatives were implemented across the province.

The Welcoming and Inclusive Communities Dialogue Initiative brings together diverse voices, perceptions and understandings about what it means to live in harmony in a multicultural society. Since 2005, 25 community dialogues have been convened, 10 of which took place in fiscal 2009/10 in communities across the province. The dialogues engaged various sectors and communities, including First Nations and Aboriginal peoples, local businesses and commerce groups.

EmbraceBC was launched on July 20, 2009. It funds initiatives that directly address racism and promotes multiculturalism at individual, institutional and community levels to build welcoming and inclusive communities.

Make A Case Against Racism (MACAR) continued to engage youth from grades four to seven for a second year. MACAR builds awareness and encourages students to take personal responsibility for preventing racism, while celebrating the province's cultural diversity through music and art. MACAR also developed a teachers' resource guide to be used as part of their curriculum pertaining to social responsibility, including addressing racism.

Anti-racism was also promoted in B.C. communities through the Organizing Against Racism and Hate (OARH) program element, which replaced the former Critical Incident Response Model (CIRM). Operating in six B.C. regions (Vancouver Island; Fraser Valley/ Lower Mainland; Okanagan; Kootenay; Northeast; and Northwest), the purpose of the Network is to share information that creates and develops awareness of anti-racism and anti-hate resources in these regions.

The second Provincial Nesika Awards were hosted in February 2010, honouring exceptional work in bringing B.C.'s diverse cultures together. The awards are held annually and recognize individuals, communities and organizations.

Finally, as it does each year, the Province of British Columbia proclaimed the third week of February 2010 as Multiculturalism Week and March 21, 2010, as International Day for the Elimination of Racial Discrimination. Many community groups funded through EmbraceBC initiated events and public education resource projects to commemorate these dates.

# Ministry of Community and Rural Development

**Mandate**

The purpose of the Ministry of Community and Rural Development is to equip communities across British Columbia to build strong, competitive economies that support sustainable and socially-responsible communities. The ministry supports communities in reaching their full potential by providing a broad range of services, tools and resources.

**Executive Commitment to Multiculturalism**

The ministry remains dedicated to building strong communities that recognize and value cultural diversity and provide an improved quality of life and equitable access to programs, services and opportunities for all British Columbians. This commitment is demonstrated throughout the ministry in every aspect of program development and service delivery.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The ministry is committed to an inclusive, discrimination-free environment for all staff and clients. To foster a work environment that demonstrates it values individual and cultural differences, ministry employees have been supported to build their skills and knowledge in areas such as discrimination and violence prevention, building trust in the workplace, and effective and authentic conversations.

**Highlights of Initiatives**

- Facilitated the development of productive relationships between local government and First Nations throughout British Columbia. For example, the ministry continued to fund the Community Forum Program, which supports relationship-building activities and cross-cultural understanding between local governments and First Nations. In 2009/10, the program supported 25 regional forums.

# Ministry of Community and Rural Development

- Continued to make participation in local government accessible for all British Columbians by publishing the Voter's Guide to Local Elections in English, French, Cantonese and Punjabi.

- Continued partnership with various governmental and non-governmental stakeholders in support of the Smart Planning for Communities initiative. This initiative assists local and First Nations governments in addressing their long-term sustainability challenges by providing resources and tools for planning socially, culturally, economically and environmentally sustainable communities. The BC Climate Action Toolkit website, developed in partnership with UBCM and Smart Planning for Communities, continues to provide all of B.C. communities with the latest news, information and advice to address climate change and advance community sustainability.

- Through support from the Asia Pacific Twinning Initiative, 24 B.C. communities have fostered relationships with cities in Asia Pacific countries over the past two years. This initiative is intended to create stronger relationships between communities, and includes resources to plan, research and develop cross-cultural communication materials, conduct training and education and support twinning related travel.

- The Property Assessment Review Panel website contains English, Chinese, Japanese, Korean and Punjabi versions of a guide to the property assessment complaint process to ensure broader awareness and accessibility.

- The Community Development Trust (CDT) offers support for forest workers applying to transition and tuition programs through a toll free line, offering help to applicants, some of whom have literacy or language barriers. Staff have the ability to communicate in Punjabi, French, Spanish, Greek, and Hungarian. Initially, this program liaised with First Nations' leaders, leading to funding for a First Nations support to assist with the application process for the Job Opportunities Program. CDT has received a high volume of First Nations applications throughout the province. Over 14 per cent of Job Opportunities projects are First Nations projects.

**Mandate**

The K–12 school system works to empower all learners to acquire the knowledge and skills needed to contribute to a healthy, democratic and pluralistic society with a prosperous and sustainable economy.

**Executive Commitment to Multiculturalism**

Legislation tasks the B.C. school system with enabling all learners to develop to their full potential. To prevent differences among learners from impeding anyone, the rights of individuals are respected in accordance with the law, including the BC Human Rights Code, the Canadian Charter of Rights and Freedoms, the *Constitution Act*, the *Multiculturalism Act*, and the *School Act*. The system also models and promotes values that complement tolerance, from the flexibility to respond to diverse cultural needs to the courage to speak out against discrimination.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The ministry supports raising awareness of cultural diversity in the organization through a number of formal and informal opportunities.

**Highlights of Initiatives**

Ongoing initiatives include Aboriginal content inclusion in curriculum and program development, Aboriginal Education Enhancement Agreements, plus targeted funding for Aboriginal students. Newcomers benefit from programs such as settlement workers in schools and translation of ministry materials into as many as 12 languages such as back to school tips for parents and students and translation of important health and safety information regarding H1N1, diversity framework for B.C. schools; English-as-a-second-language (ESL) programs and policy; and school safety and conduct.

New initiatives include curriculum, teacher resources, and additional supports for immigrants include:

- students from refugee backgrounds teacher and school guide;
- a pilot program to support late-arrival immigrant youth in schools;
- a program for ESL needs in the Vancouver Downtown Eastside and Immigrant Parents As Literacy Supporters (PALS); and
- a pilot program to support newcomer child and family literacy.

# Ministry of Energy, Mines and Petroleum Resources

**Mandate**

The Ministry of Energy, Mines and Petroleum Resources (MEMPR) manages the responsible development of British Columbia's energy, mining and petroleum resource sectors.

**Executive Commitment to Multiculturalism**

MEMPR remains committed to respectful, honest, trustworthy and ethical behaviour in all its communications and actions.

**Key Processes, Policies and Structures in Support of Multiculturalism**

MEMPR implemented sound strategies to enhance Aboriginal participation in the oil and gas and mining industries by undertaking economic development initiatives, supporting local employment opportunities, providing First Nations access to training and education programs, organizing industry forums, and increasing capacity to participate in land use decisions.

MEMPR encouraged trade relations with Asia by hosting trade groups from the region, leading an investment trade mission to Asia, and working with the Chinese Federal Government on a co-operative agreement that will strengthen economic ties to British Columbia.

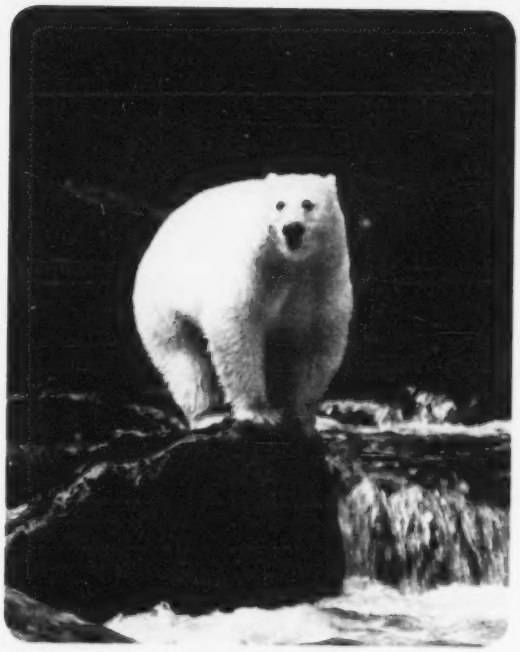
**Highlights of Initiatives**

- Sought input and provided information on energy and mining policy initiatives with the First Nations Energy and Mining Council;
- Arranged Aboriginal participation on the Minister's Council on Exploration and Mining;
- Supported the Association for Mineral Exploration British Columbia application for an Aboriginal mining training program;
- Hired an Aboriginal Intern for the year to enhance Aboriginal perspectives across Divisions;
- Brought John Jules, Councilor with the Kamloops Indian Band, to speak to MEMPR staff about cultural values and the Aboriginal perspective on economic development;
- Brought Chief Clarence Louie to speak to MEMPR staff about economic development in Aboriginal communities in British Columbia, particularly the Osoyoos Indian Band efforts;
- Led a mineral investment trade mission with more than 11 companies to the TianJin China Mining Conference in October 2009, followed by investor workshops in Tokyo, Japan and Seoul, Korea;
- Hosted inbound trade groups from the Federal Chinese National Development Reform Commission and various Asian investor interests; and
- Initiated negotiation of a co-operative agreement with the Chinese National Development Reform Commission, which is anticipated to be concluded in 2010.

# Ministry of Environment

**Mandate**

The mandate of the ministry is to protect human health and safety, and maintain and restore the diversity of native species, ecosystems and habitats. Through partnerships across government, with First Nations, the private sector and communities, we work to enhance the protection and stewardship of water, land and air resources, advance sustainable use of environmental resources, and provide exceptional outdoor park and wildlife services and opportunities.



**Executive Commitment to Multiculturalism**

The ministry continues its commitment to developing effective partnerships with First Nations in support of the New Relationship. As a recognized leader in climate action, B.C. received delegations from countries around the world to discuss and take co-operative action on climate change issues. The ministry made a dedicated effort to provide information in multiple languages to meet the needs of its partners and clients. It is planning on continuing proactive partnerships with various ethnic communities.

**Key Processes, Policies and Structures in Support of Multiculturalism**

Ministry employees participated in training courses and workshops on trust, effectiveness in working with people, discrimination and violence prevention, cross-cultural conflict resolution and leadership.

**Highlights of Initiatives**

The ministry actively supports and develops agreements to define how the Province and First Nations will work together to manage specific B.C. parks and protected areas. To date, the ministry has signed 41 agreements, including Parks Collaborative Management Agreements and Regional Fish and Wildlife Agreements, with First Nations.

The ministry improved the BC Parks Traditional Use Framework by building a regionally-organized toolkit for use by park rangers when they conduct compliance and enforcement in traditional First Nations territories.

The ministry worked to engage coastal First Nations in the provincial marine spill response regime, developing guidelines and materials for enhancing their involvement during spill incidents.

The Conservation Officer Service has a provincial First Nations Liaison Officer, who develops and strengthens relationships with First Nations throughout B.C. to improve communication and cultural awareness. The officer also co-ordinates the use of a restorative justice approach. This approach helps address the specific impacts of legislative non-compliance on affected groups, communities and stakeholders, including First Nations.

The ministry continued to assist agricultural producers for whom English is their second language, by translating its exams about safe pesticide use into Punjabi, Mandarin, Chinese and Vietnamese.

# Ministry of Environment

The ministry offered brochures in a Chinese simplified version, a Chinese traditional version and Punjabi version to highlight 10 parks across the Lower Mainland where families can visit.

The two page information sheet on B.C. seafood is now easily accessible by a wider audience on http://www.bcseafood.ca/about/ and continues to be used by both government and industry in domestic and international markets. The sheet is available in six languages.

Through the ministry Aboriginal relations committee, an Aboriginal Relations intranet was created. The site provides staff the opportunity to develop their knowledge and expertise, whether they work with First Nations on a regular basis or wish to know more about First Nations.

The ministry is party to memorandums of understanding with Coastal, Haida and Gitxsan First Nations along with Ministry of Forests and Range and Ministry of Aboriginal Relations and Reconciliation, to discuss the potential of forest carbon emission offset projects.

In 2008, the provincial government appointed seven regional Citizens' Conservation Councils on Climate Action to build a network for grassroots climate action across B.C. and advise government. Members represented the region's youth, seniors, municipal government, local business, First Nations, community groups and educational institutions. The councils presented their final progress report to the cabinet committee on climate action and clean energy on Dec.7, 2009.

# Ministry of Finance

**Mandate**

Our ministry plays a key role in establishing, implementing and reviewing government's economic, fiscal and taxation policies and is responsible for delivering fair, efficient and effective tax administration and revenue management processes to provide revenues that fund essential services, such as health care, education, social services and transportation infrastructure.

**Executive Commitment to Multiculturalism**

The ministry is committed to a work environment that is free of discrimination.

The ministry had an average score of 71 in the 2009/10 Work Environment Survey's Respectful Environment driver, 72 for the Valuing Diversity question, and 75 for the question indicating our work units are free of discrimination and harassment. This is comparable to the BCPS scores of 73, 73 and 76 respectively.

The 2009/10 Workforce Profile of the ministry demographics showed representation of visible minorities at 19.9 per cent, Aboriginal peoples 1.5 per cent and persons with disabilities 3.6 per cent.

The ministry's workforce is generationally-diverse as well, with 35.6 per cent over 50 and 7.7 per cent under age 30. The ministry has a balance of female (58 per cent) and male (42 per cent) employees.

The ministry is also committed to ensuring that its employees have access to information related to multiculturalism, employment equity, human rights and diversity.

Executive is committed to providing services and publications to the public in as many languages as possible in addition to English and has fostered rich cultural diversity in the make-up of the ministry workforce to achieve this commitment.

The ministry ensures policies and legislation are consistent with the principles and objectives of multiculturalism, and continually strives to modify and improve ministry programs and services to ensure that they are supportive of B.C.'s multicultural society.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The ministry's Customer Relationship Management Strategy acknowledges the wide cultural diversity of the province and is able to provide service in many different languages based on its diverse employee population.

The ministry's Taxpayer Fairness and Service Code is based on the principle of providing fair and equitable service that meets the needs of all ministry clients.

The ministry makes financial and program information available in Chinese and Punjabi, and public affairs staff assist a wide range of ethnic media with queries about financial issues and requests for interviews with the minister. The ministry also keeps informed on issues of importance to members of the multicultural community and promotes their participation in the annual budget consultation process.

- Ethnic language service is available to customers in many communities outside of major cities.

# Ministry of Finance

- Employees working in Surrey, Vancouver and Victoria who speak or write another language other than English communicate with our customers via telephone or email.

- All employees of the ministry have access to discrimination and harassment prevention training.

- Ministry-specific new employee orientation materials include cultural sensitivity and diversity information.

- Wellness program and social events reflect the varied interests and issues of our ministry's workforce, and are targeted to people of all ages and cultural backgrounds.

- Promotion of our ministry's diversity includes articles, images and photographs of employees belonging to all cultures.

- Flexible work options are supported which respects employees' needs while meeting business requirements.

- The ministry is including cultural sensitivity and diversity training in its training for hiring managers.

**Highlights of Initiatives**

Communication activities included:

- Chinese and Punjabi translations of the September 2009 budget update highlights and budget consultation paper as well as the February 2010 budget update highlights;

- Brochures and videos about HST in both Chinese and Punjabi were provided;

- The Taxpayer Fairness and Service Code has been translated into eight different languages including Simplified Chinese, Traditional Chinese, French, Japanese, Korean, Punjabi, Tagalog (Filipino) and Vietnamese. These translations represent some of the most common languages spoken at workplaces in the province;

- The ministry has incorporated diversity and multiculturalism into its human resource materials, programs, training, and employee communications, and will continue this practice; and

- The ministry remains committed to following government hiring practices that are fair and equitable and based on the principles of merit.

# Ministry of Forests and Range

**Mandate**

Since its establishment in 1912, the Ministry of Forests and Range has been mandated to protect and manage the public's forest and range resources. The ministly is committed to a strong and diverse forest sector and range resources. As stewards of these resources, the ministry has the responsibility to ensure the focus on economic benefits is balanced with the long-term viability of these resources.

The Integrated Land Management Bureau provides British Columbians with access to integrated Crown land and resource authorizations, planning dispositions and resource information services. The bureau is responsible for the coordination of provincial consultation requirements and strategic engagement agreements with First Nations across the province.

**Executive Commitment to Multiculturalism**

The ministry and bureau are committed to creating a work environment that: reflects, respects and values the diversity of British Columbia; provides a workplace that is free of racism, harassment and discrimination; and, ensures that there is equal opportunity for full palticipation and access to all services within the communities they serve.

The ministry and bureau support the Province's commitment to a New Relationship with Aboriginal peoples and continue to engage, consult and accommodate First Nations interests and values while providing responsible access to land and resources.

**Key Processes, Policies and Structures in Support of Multiculturalism**

- Provide First Nations training and awareness sessions to staff.
- Distribute materials promoting diversity and offer training opportunities that encourage staff to build on their understanding and appreciation of cultural diversity and the elimination of racism.
- Provide training and information to staff on government policies which prohibit discrimination in the workplace.
- Continued participation in the Aboriginal Youth Internship Program.
- Provide training to First Nations in Crown land policies and procedures.
- Continued employment of Aboriginal fire crews.

# Ministry of Health Services

**Mandate**

To guide and enhance the province's health services to ensure British Columbians are supported in their efforts to maintain and improve their health.

**Executive Commitment to Multiculturalism**

The Ministry of Health Services has overall responsibility for ensuring quality, appropriate, cost effective and timely health services are available to all British Columbians. The ministry works with health authorities, care providers, agencies and other groups to provide customized care that addresses the unique needs of patients and specific patient groups. Health system values that guide organizational behaviour include:

- Citizen and patient focus which respects the needs and diversity of all British Columbians;
- Equity of access and in the quality of services delivered by government; and
- Access for all to quality health services.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The health system human resources plan includes strategies to support the delivery of services in a culturally responsive manner and to support diversity in the health sector workforce, including:

- Respectful Workplace training, including a *Human Rights Act* component, was delivered to ministry staff to support a welcoming work environment;
- Recruiting internationally-educated health professionals through the expanded BC Provincial Nominee Program, which expedites immigration processes;
- Expediting assessment and registration of internationally educated nurses to practice in B.C.; since 2006,

835 internationally educated nurses have entered the B.C. health system;

- Implementing a restricted license to allow internationally trained physicians to practice in their specific area of qualification; and

- Allocated over $1.5 million for an Aboriginal Nursing Strategy to increase the number of nurses of Aboriginal ancestry working in B.C. and to increase the number of Aboriginal communities in B.C. with quality nursing care.

**Highlights of Initiatives**

The ministry is committed to expanding public access to health services and information to support British Columbians' efforts to maintain and improve their health. Initiatives include:

- Establishing two New Canadian Clinics in Burnaby and Surrey to provide newly arrived immigrants with integrated social support and health care;

- Collaborating with First Nations to plan and deliver culturally sensitive health-care services and monitor outcomes;

- Patient Care Quality Review Boards provide interpreter services for reviews of patient complaints free of charge;

- HealthLink BC provides non-emergency health information and services on the web (www.healthlinkbc.ca) and by phone (call 8-1-1). Toll-free information and advice is available by phone from a nurse, pharmacist or dietician in over 130 languages. Print resources, including the BC HealthGuide Handbook is available in Chinese, Farsi, French and Punjabi and BC HealthFiles are available in Chinese, Farsi, French, Punjabi, Spanish and Vietnamese; and

- BC Seniors' Guide is available in Chinese, French and Punjabi, and the Health and Seniors Information Line provides translation services in over 130 languages. In Victoria call: 250-952-1742. Toll-free line: 1-800-465-4911.

# Ministry of Healthy Living and Sport

**Mandate**

To help British Columbians lead healthier lives and make choices for themselves and their families that make a real difference in their ability to remain healthy, active and enjoy life to its fullest both now and in the future.

**Executive Commitment to Multiculturalism**

The Ministry of Healthy Living and Sport is committed to encouraging healthy living to help British Columbians maintain and improve their health and well-being throughout their lives, important for the long-term sustainability of the health care system. The ministry supports a strengthened and renewed public health system, which incorporates both mental and physical health promotion, health protection, disease prevention, health assessment and disease surveillance.

One of the ministry service plan's guiding principles addresses inequalities in health related to environmental, social, economic and cultural determinants to create equitable health outcomes.

**Key Processes, Policies and Structures in Support of Multiculturalism**

- Targeted resources to specific populations under-represented in sport, recreation and physical activity (such as Aboriginal peoples, persons with a disability, girls and women, low-income families, seniors, ethnic groups, inactive individuals) through initiatives such as Aboriginal Youth First, BC Seniors Games, Boomer Boot Camps, SportsFunder, Sport Participation program, LEAP BC and Active Communities.

- The ministry, in support of the Government's New Relationship with First Nations and the Transformative Change Accord, will continue to work with First Nations to improve health and eliminate the gap in health status between First Nations and the rest of the British Columbia population.

- Seniors in British Columbia: A Healthy Living Framework – the Senior's Secretariat is committed to ensuring ethnocultural seniors can access information and services needed to improve their health outcomes.

**Highlights of Initiatives**

- Transformative Change Accord: First Nations Health Plan includes 29 action items to close the gap in health status between First Nations and other B.C. residents.

- Tripartite First Nations Health Plan (TFNHP) established to create fundamental change for the improvement of the health status of First Nations in B.C. It defines a series of founding principles that will underpin development and implementation of a new governance system for health services and guide systemic changes, and establishes goals for the successful implementation of short and medium-term actions related to the TFNHP.

- Honour Your Health Challenge: provincially co-ordinated, six-week

health challenge that encourages and supports Aboriginal individuals and communities to quit or reduce tobacco misuse and to promote smoke-free environments and healthy lifestyles.

- Aboriginal Healthy Living Branch has played an integral role in the initiation, development and vetting of the Provincial Health Services Authority provincewide cultural competency training curriculum. Training will soon be available to staff in the Ministry of Healthy Living and Sport (MHLS) and the Ministry of Health Services (MoHS) and is one component of an overarching Tripartite Cultural Competency Framework being developed.

- MHLS and MoHS have worked with the Ministry of Children and Family Development to help implement Jordan's Principle, an initiative to remove jurisdictional barriers and ensure that First Nations children on reserve receive the same health services as any other children off reserve in their geographic region.

- MHLS, in partnership with Health Canada, First Nations and Inuit Health and the First Nations Health Society, have developed a Tripartite Aboriginal Health Human Resources team. The team is developing a framework to guide strategic planning and over the next year will develop a strategic plan, identify priorities and develop a one-year work plan.

- Work continued on Aboriginal women's issues through the Aboriginal Women's Working Group in the Federal/Provincial/Territorial Status of Women Forum.

- MHLS has provided funding in support of the Northern Aboriginal HIV/AIDS Task Force's HIV/STI (Sexually Transmitted Infection) training activities.

- In partnership with the Ministry of Advanced Education and Labour Market Development, MHLS has developed and is assessing demonstration projects to enhance service delivery to immigrant and refugee seniors and to build partnerships that support them in attaining healthy, active lives.

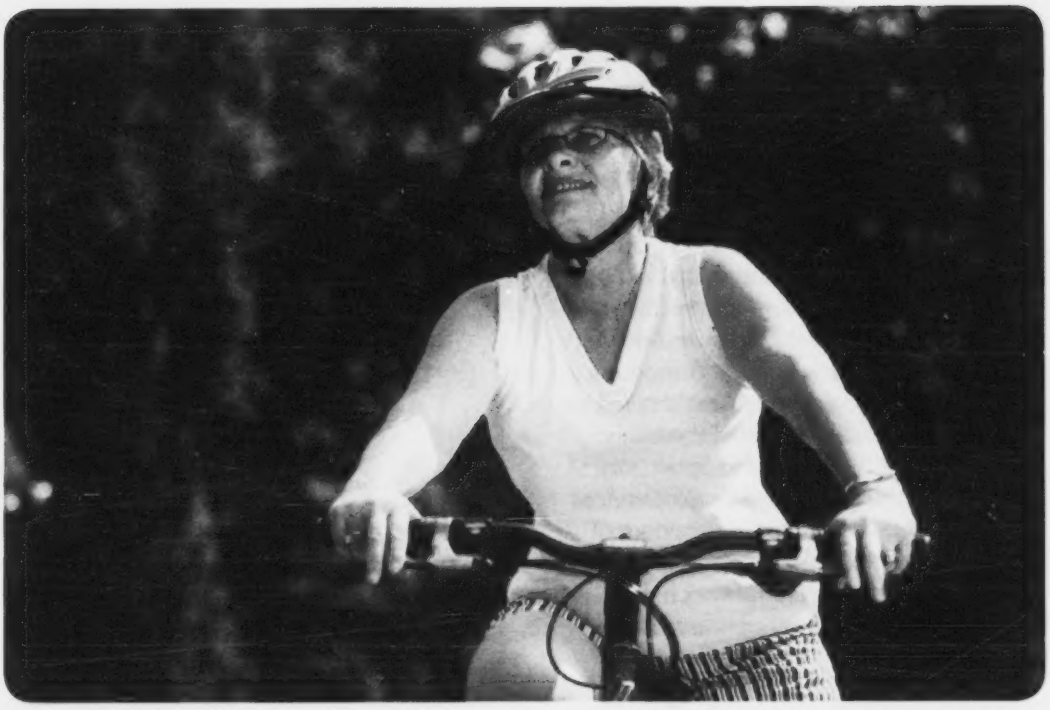
- Liaison with the Multicultural Advisory Council and the Joint Federal Provincial Immigration Advisory Council to address policy and programs serving the unique needs of ethnocultural seniors.

- Contributed to the Centre on Healthy Aging at Providence's A Population Health Approach to the Health and Healthcare of Ethnocultural Minority Older Adults: A Scoping Review.

- The Seniors' Healthy Living Advisory Network and the Age-friendly Leaders' Partnership include representatives from multicultural organizations.

- Translation and distribution of Helping Seniors Live Well: BC Seniors' Guide: available in English, Chinese, Punjabi and French and posted online.

# Ministry of Healthy Living and Sport



- Seniors Falls Can Be Prevented: brochure available in Chinese and Punjabi and will be distributed to Chinese and Punjabi-speaking community members and cultural groups.

- Healthy Eating for Seniors: available in Chinese and Punjabi, and available on DVD in Punjabi and Cantonese. Food and recipes adapted to reflect cultural food preferences.

- MHLS funded QuitNow by Phone, a service that helps adults quit smoking, with translation available in 130 languages. The QuitNow & WIN contest is promoted in Aboriginal communities, and the contest rules include an exemption allowing for ceremonial use of tobacco by Aboriginal participants.

- Supported the Produce Availability Initiative with other ministry and stakeholder partners including the Aboriginal Agriculture Education Society of BC, to make fresh fruits and vegetables available on an affordable basis in remote communities, including the issuance of grants to create community gardens in remote First Nations communities.

- Supported ethnic restaurants and First Nations, Métis and Inuit food service establishments to comply with the B.C. trans fat regulation, which came into effect Sept. 30, 2009, and restricted the amount of industrially produced trans fat in prepared foods. Educational resources were produced in five languages: Korean, Vietnamese, Chinese, Punjabi and Farsi.

- Supported the BC Dairy Foundation in a project to encourage family meals. The work included original research that specifically engaged participants with a range of variables including ethnicity and religion. The project resulted in the fall 2009 launch of the Better Together website (http://bettertogetherbc.ca/),

with resources including recipes to encourage inter-generational families to eat together.

- MHLS supported the BC Healthy Living Alliance to deliver programs in healthy eating and physical activity for multicultural communities, such as the Food Skills for Families program, which helps Aboriginal, new immigrant and Punjabi families to learn to select and prepare healthy foods and includes training and resources available in English and Punjabi.

- MHLS is a member of and provides secretariat support for the Tripartite Injury Prevention Working Group, which also includes staff from First Nations and Inuit Health and the First Nations Health Council. Work in the fiscal year focused on meeting the commitment in the Tripartite First Nations Health Plan to increase awareness regarding safe driving and promote the use of seatbelts and infant/child/booster seats.

- Supported launch of electronic learning version of the Canadian Falls Prevention Curriculum in French, to train health care providers and community leaders in fall prevention programming.

- The BC Sport Participation program (funded by MHLS and federal government) provides funding to increase sport participation in under-represented populations. Approximately one-quarter of the funding is directed to Aboriginal programming such as BC Wrestling's Path to Success, First Nations' Snowboard Team, KidSport and Urban Native Youth Association Downtown Eastside program, while other funding is directed to general sport participation programs, much of which is used to expand programs into communities with a high immigrant population and providing sport opportunities that are popular in immigrants' native land such as Karate – Fit for Sport, Badminton Schools Programs.

- BC Activity Reporter – a database that tracks provincial sport organization membership along with census data –helps MHLS and the sport sector better align, direct and develop resources to B.C.'s varied population, including multicultural groups.

- Work began on developing a new funding framework for provincial sport organizations that will encourage greater outreach into Aboriginal, multicultural and other population groups.

# Ministry of Housing and Social Development

**Mandate**

The Ministry of Housing and Social Development is responsible for housing policy, construction standards, homelessness initiatives, residential tenancy, income assistance, employment programs, leadership of the Disability Strategy, gaming policy and enforcement, and liquor control and licensing.

**Executive Commitment to Multiculturalism**

The minstry provides services that are responsive to the needs of our diverse client group and supports initiatives to create a culturally diverse workforce.

**Key Processes, Policies and Structures in Support of Multiculturalism**

New employees are provided with information about diversity issues and dicrimination prevention. The ministry's Service Code, Service Standards and the BC Public Service shared corporate values define expectations as we interact with clients, stakeholders and each other.

**Highlights of Initiatives**

- The ministry employed an Aboriginal youth intern through the provincial Aboriginal Youth Internship Program.
- The ministry's Employment Assistance Services provide employment services for unemployed B.C. residents including services targeted towards immigrant populations that take into consideration linguistic and cultural challenges.
- The BC Employment Program program has the flexibility to provide individualized employment programming to multicultural income assistance clients. Specialized English-as-a second-language (ESL) and immigrant services are provided in the Lower Mainland. Half of these services are provided through community agencies that have the expertise to assist immigrant clients to bridge employment, language and cultural differences that may

exist. Translation services are readily available in more than 25 languages.

- The Employment Program for Persons with Disabilities includes services provided through SUCCESS, which has launched the first multicultural employment program for persons with disabilities in Canada.

- The Bridging Employment Program and Community Assistance Programs assist clients to overcome barriers to independence, achieve employment through training and support services, improve their quality of life and participate more fully in their community and include ESL services.

- The ministry worked under a Memorandum of Understanding with Aboriginal Human Resource Development Agreement (AHRDA) holders and the First Nations Social Development Society to improve employment and literacy supports for Aboriginal peoples.

- The Guide for Landlords and Tenants is available in both Chinese and Punjabi. The general Residential Tenancy Branch brochure is available in Arabic, Chinese simplified, Chinese traditional, Filipino, French, Japanese, Portuguese, Punjabi, Russian, Spanish and Vietnamese. All are available online.

- Each region is registered with the Provincial Language Service agency, which provides service across government. The agency provides immediate telephone access to interpretation service and provides face to face interpretation by pre-booking. Staff can access an interpreter over the phone to help interpret conversations with BC Employment and Assistance clients who have difficulty comprehending or speaking English. Regions may also use interpretation services via contracted arrangements with interpretation and immigrant services agencies in their community. The ministry has implemented guidelines to assist staff to identify situations where interpretation services are appropriate and provide instructions on how to arrange for an interpreter and work with an interpreter.

- The ministry's Community Gaming Grant program distributed 182 grants worth $4.1 million to non-profit organizations to support cultural programs.

- The Liquor Control and Licensing Branch continued its contract with the Provincial Language Service agency for spoken language interpretation services. The branch made a video, available on website and through liquor inspectors in Simplified Chinese that explained the terms and conditions of a food primary restaurant liquor licence for new and current Chinese speaking restaurant licensees.

# Ministry of Labour

**Mandate**

The Employment Standards Branch (ESB) mandate is to ensure compliance with the *Employment Standards Act* through timely and exemplary services delivering information, education, mediation, adjudication and investigation.

**Executive Commitment to Multiculturalism**

The Ministry of Labour recognizes the multicultural make-up of today's labour force and supports diversity in the services we provide to clients and in the structure of the ministry's own workforce. As an executive, we made significant achievements towards ensuring that all workers in British Columbia, including newcomers to our province, are informed about their rights and responsibilities in the workplace and how they can receive assistance in several languages. Our multicultural education and training strategies have enabled us to extend our outreach to some of British Columbia's most vulnerable workers.

**Key Processes, Policies and Structures in Support of Multiculturalism**

Job postings for farm labour co-ops in the Fraser Valley are restricted to Punjabi-speaking candidates. Officers and staff in the branch currently speak and write 15 languages other than English.

**Highlights of Initiatives**

- Translated materials including the Guide to the *Employment Standards Act*, specific sectoral information and various factsheets are currently available in print and on the branch website in Punjabi, Spanish, French, Chinese and Filipino and Korean. Educational appearances on TV and radio are conducted in Mandarin, Cantonese and Punjabi.

- In addition, the Director of ESB negotiated an information sharing agreement with Service Canada to increase awareness and compliance of rights and obligations of foreign workers and their employers. The agreement was signed by all parties in February, 2010.

- Immigrant Public Legal Education & Information Consortium Project - participated in five education seminars plus train the trainer and provided a CD for presentation.

# Ministry of Public Safety and Solicitor General

**Mandate**

The ministry maintains public safety through a portfolio that includes: corrections, policing and law enforcement, crime prevention, victim services, addressing violence against women, emergency management, coronors service, road safety, fire safety, combating trafficking in persons, civil forfeiture, and consumer protection.

**Executive Commitment to Multiculturalism**

The executive committee ensures ministry legislation, policies and programs are consistent with the principles and objectives of the *Multiculturalism Act*.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The ministry ensures program delivery reflects multicultural needs and partners with community organizations to deliver culturally-sensitive services.

The Corrections Branch recruits widely to exemplify a culturally diverse workforce, and provides multicultural/Aboriginal awareness training and discrimination prevention.

The Policing and Community Safety Branch works closely with First Nations, Aboriginal and multicultural communities to provide specialized services and support programs.

Victim Services and Crime Prevention Branch provides specialized multicultural and Aboriginal victim services and outreach support for women impacted by violence.

Emergency Management BC supports local authorities in developing culturally appropriate response and recovery plans. These plans address issues such as cultural dietary requirements, language interpretation, and other services to meet the needs of a multicultural population.

The Office to Combat Trafficking in Persons, Canada's first and only government-based office focused on the prevention of trafficking and protection of trafficked persons, maintains an ongoing dialogue with immigrant and refugee organizations to identify and protect trafficked persons.

**Highlights of Initiatives**

- VictimLINK, a toll-free, provincewide telephone service offered in 130 languages (17 Aboriginal languages), provides information and referral services to victims of crime.
- Multilingual staff assist victims of crime in multicultural communities across B.C. Staff training includes integration of diversity and accessibility issues into service delivery.
- Provides annual funding to several multicultural-specific victim service programs and multicultural outreach programs to provide culturally specific services and support.
- In partnership with Citizenship and Immigration Canada and WelcomeBC, provides enhanced victim services for newcomers to Canada who are the victims of family and sexual violence. This includes providing culturally relevant supports and justice system information to increase awareness of what constitutes a crime in Canada.

# Ministry of Public Safety and Solicitor General

- Community Corrections offers a relationship violence program adapted to cultural groups and targeting court-ordered individuals with language barriers. It also co-facilitates a substance abuse management program and a relationship violence program with Aboriginal justice workers in designated communities with a specific focus on being culturally appropriate.

- The Corrections Branch recruits Aboriginal service providers to deliver spiritual leadership, counselling and cultural programming in all custody centres to facilitate offender reintegration.

- The Corrections Branch supports the national Aboriginal Justice Strategy with funding for the Native Courtworker program and 32 locally-based justice programs.

- The ministry – in partnership with police, corrections, transition homes and victim service programs – supports a project targeting rural and isolated women who are victims of crime, including Aboriginal, immigrant, and refugee women.

- The ministry partners with the Vancouver Foundation, federal Department of Heritage and the Justice Institute of BC in reporting on the empowerment of immigrant and refugee women who are victims of relationship violence.

- The ministry continues to sponsor the Provincial committee on diversity and policing, comprised of police officials, public safety agencies, and representatives with ethnic backgrounds.

- The ministry established the Integrated Disaster Council of BC consisting of disaster response agencies, multicultural organizations, and the First Nations Emergency Services Society. A letter of agreement with Indian and Northern Affairs Canada pledges the ministry to "assist, support or arrange for required emergency measures."

- The Office to Combat Trafficking in Persons partners with multicultural and Aboriginal organizations to provide language appropriate and culturally sensitive services to emerging trafficked persons, including the following:

    - Through an Aboriginal Program and Research Analyst, engaged Aboriginal communities and organizations in addressing human trafficking;

    - Established dialogue with members of communities where trafficked persons are likely to emerge;

    - Produced Pocket Cards, in 12 languages, with information on Human Trafficking and a toll-free number to call when in need of assistance; and

    - Maintained a toll-free number and over the phone interpretation service for callers that speak languages other than English

- B.C. and Canada committed funds to construct a new RCMP Detachment building in the Ahousaht First Nation on Vancouver Island. The new building will allow police to maintain the necessary service levels for this remote community, which is accessible only by air or water.

# Ministry of Small Business, Technology and Economic Development

**Mandate**

The Ministry of Small Business, Technology and Economic Development leads the Asia-Pacific Initiative, our government's vision for strengthening B.C.'s competitive position as the preferred economic and cultural gateway between North America and the Asia-Pacific region. In addition, the ministry leads the province's trade, investment and labour mobility agreements with other jurisdictions including the European Union and India.

**Executive Commitment to Multiculturalism**

The executive of the ministry are committed to ensuring a respectful environment, free from discrimination and harassment. We are proud of the cultural diversity of our organization. We incorporate multiculturalism into our executive-led employee engagement process and target our recruitment efforts to reflect and support the ministry's role as the lead on the Asia-Pacific Initiative, labour mobility initiatives and economic diversification strategies.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The ministry's Work Environment Survey scores reflect a healthy work environment overall. The "Respectful Environment" dimension specifically addresses diversity, a healthy atmosphere and freedom from discrimination and harassment. Our 2009 score was 80, up two points from 2008, and seven points higher than the 2009 BC Public Service score of 73. As well, we have a higher proportion of visible minority employees, approximately 20.3 per cent of our workforce, compared to the BC Public Service as a whole at 10.6 per cent. This reflects our international trade, marketing and labour mobility programs. At present, our employees are proficient in 20 languages.

**Highlights of Initiatives**

- All small business publications are translated into seven languages.
- The collateral materials that were designed for and distributed during the Vancouver 2010 Olympic and Paralympic Winter Games included Korean, Chinese and Japanese translations.
- Updates were made to the International Landing Pad, www.CanadasPacificGateway.com, which provides information on living, working, visiting, investing, studying and doing business in B.C. in traditional and simplified Chinese, Korean, Japanese, Punjabi, Hindi, Spanish, German and French.
- Videos were produced in Cantonese, Mandarin, Korean and Japanese for digital promotion of B.C. as a world-class destination to start a business, raise a family, get a great education and immigrate.
- Marketing and promotion materials were produced in Mandarin, Chinese and Korean.
- Signage promoting Canada's Pacific Gateway, the Province's external brand, was completed in Mandarin, Korean and Japanese.
- Advertising and promotional materials, including website design and content development to B.C.'s market trade representative in India.

# Ministry of Tourism, Culture and the Arts

**Mandate**

The purpose of the Ministry of Tourism, Culture and the Arts is to achieve maximum tourism revenue by attracting consumers through aggressive and innovative marketing campaigns, while ensuring that British Columbia tourism products and experiences are competitive and world class.

**Executive Commitment to Multiculturalism**

The ministry recognizes the wide-ranging social and economic benefits associated with multiculturalism. Ministry programs present opportunity to preserve, celebrate and showcase British Columbia's exciting multicultural society, revealing the unique history, heritage and culture that define us as a province. In addition, the ministry employs international staff who implement program activities in a culturally respectful manner.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The ministry is committed to an inclusive, discrimination-free environment for all staff and clients. To foster a work environment that demonstrates it values individual and cultural differences, ministry employees have been supported to build their skills and knowledge in areas such as discrimination and violence prevention, building trust in the workplace, and effective and authentic conversations. In 2009/10 the ministry also supported the Aboriginal Youth Internship Program, which provided unique employment experiences in the ministry to Aboriginal youth.

**Highlights of Initiatives**

- Showcased the very best of heritage, culture and diversity in over 250 British Columbian communities through the Olympic Torch Relay Community Grants Program, including 41 Aboriginal communities, leading up to the 2010 Olympic and Paralympic Winter Games.

- Assisted several productions and exhibitions during the Cultural Olympiad that reflected B.C.'s cultural and Aboriginal diversity including: the Grunt Gallery's exhibition "Altered" by Jan Wade and Nhan Nguyen; the Metis playwright Marie Clements' premiere of "The Edward Curtis Project"; the production of Kevin Loring's Governor General's award winning "Where the Blood Mixes"; and Centre A's presentation of the "World Tea Party".

- Launched the First Nations Resort Initiative that puts First Nations in the lead for the identification and development of resort opportunities, building on their unique cultural opportunities.

- Provided direct professional support to First Nations, Asian-Canadians and

Euro-Canadians for heritage planning and conservation projects. This included developing a new Heritage Branch trade fair and conference booth display that reflects multiple ethnocultural historic places.

- Partnered with the heritage sector through the Heritage Tourism Alliance, a multi-year project to develop and implement a provincial history and heritage marketing plan that promotes multicultural tourism operations including Aboriginal tourism.

- Supported the successful nomination of the Chee Kung Tong building at Barkerville as a National Historic Site and sponsored a cultural delegation from the Barkerville Heritage Trust to visit China to explore tourism and trade partnership opportunities.

- Supported New Pathways to Gold in developing and marketing the cultural content in the Fraser Canyon corridor that focuses on community sustainability, First Nations reconciliation projects and showcasing the birth of multiculturalism in B.C.

- Delivered the Aboriginal Arts Development Awards Program in partnership with the First Peoples' Heritage, Language and Cultural Council.

- Delivered Diverse Collaborations, a program of support specifically to assist the presentation of professional B.C. touring artists working in diverse cultural traditions in partnership with the BC Touring Council.

- Delivered a customer service training program called Service Across Cultures through WorldHost Training Services, with the objectives to make participants aware of misconceptions and biases when serving people from different nations or cultures, improve participants' cross-cultural communication skills and educate participants about the travel trends of international visitors.

- Hosted Games-themed press trips leading up to the 2010 Winter Games for international journalists to showcase B.C. destination stories. During the Games, the 2010 media centres were staffed 24/7 to encourage media visitation and coverage beyond Vancouver and Whistler and to develop relationships with Olympic broadcasters in all key markets (US, Canada, UK, Germany, Australia, Japan, China, South Korea).

- Developed the Integrated French website for the Francophone market (Canada and Europe) www.BritishColumbia.travel – launched in October 2009 and a 24-page French BC Vacation Planner for use during the 2010 Olympic and Paralympic Winter Games and post-Games in Francophone markets.

- Assisted Aboriginal Tourism BC with its 2010 Business Hosting Media Program, which garnered the organization over 60 stories including those in USA Today, the Today Show and the BBC.

- With 2010 Legacies Now, assisted in sport hosting development that saw 77 sport teams from 25 countries hold pre-games training in 20 communities throughout the province.

- Distributed e-newsletters to travel trade in the UK, Germany, France, USA, Mexico, Australia, Japan, South Korea and China on the 2010 Winter Olympic Games, including items/issues with the potential to affect travel trade sales.

# Ministry of Transportation and Infrastructure

**Mandate**

Our transportation network of highways, bridges, regional airports, ferries, buses and rail transit are vital assets for all British Columbians. They help people reach their destinations and assist in moving goods to market, serving private citizens, industry and business throughout our province.

In building and maintaining our highway system and by coordinating our provincial transportation network, the Ministry of Transportation and Infrastructure and its partners promote economic development. The ministry is committed to ensuring sound environmental practices and building positive relations with all citizens of British Columbia's communities.

**Executive Commitment to Multiculturalism**

The ministry is committed to providing services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. We remain committed to effective communication strategies that foster the understanding and respect of race, cultural heritage, religion, ethnicity, ancestry, and place of origin, to support the individual and collective needs of our diverse workforce and customers.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The ministry ensures all legislation and policies are produced in a manner consistent with the principles and objectives of multiculturalism. We develop policies and assess their impact on British Columbians with respect to ethnicity, ancestry, cultural heritage, religion, and place of origin.

**Highlights of Initiatives**

The ministry pursues opportunities with First Nations to stimulate economic development and relationship building in the delivery of transportation projects through:

- Employment agreements and internships;
- Participation at workshops focusing on building a greater understanding and respect for each other; and
- Participation at ceremonial events as projects develop.

For major projects, our agreements with contractors include pursuing participation by First Nations to provide employment and build internal capacity and business opportunities. As an example, the Sea to Sky Highway Project partnership with the Squamish and Lil'wat First Nations included:

- Creating a Cultural Journey through the highway corridor; this is a shared legacy that created seven cultural stops and 138 Aboriginal highway signs as part of a strategy to increase cultural awareness and educational tourism;
- Providing more than 300 person years of employment; and
- Business development opportunities such as the Lil'wat Concrete Manufacturing Plant which produced most of the concrete roadside barrier for the project.

The ministry provides multilingual signage and staff at events including:

- 2009 Transportation Association of Canada conference in Vancouver where B.C.'s multicultural heritage was profiled;
- Asia Pacific Gateway hosting programs; and
- Vancouver 2010 Olympic and Paralympic Winter Games

Crown Corporations >>>

# British Columbia Assessment Authority

**Mandate**

BC Assessment Authority is a Crown corporation created in 1974 under the *Assessment Authority Act* and governed by a board of directors. Its mandate is to establish and maintain an independent, uniform and efficient property assessment system throughout B.C. in accordance with the *Assessment Authority Act*. BC Assessment produces annual assessment rolls at market value and issues annual notices to more than 1.88 million property owners. The annual assessment roll is the basis for local taxing authorities to raise more than $6 billion in property taxes.

**Executive Commitment to Multiculturalism**

BC Assessment's executive management committee supports multiculturalism initiatives and employment diversity at the operational level such as VP of Human Resources. The overall corporate responsibility is within the Office of the President and Chief Executive Officer. The Communications Department is responsible for the distribution of public information including publications, ethnic media relations and the public website. BC Assessment's 2010-2012 Service Plan outlines the goals, strategies and performance measures for the organization.

**Key Processes, Policies and Structures in Support of Multiculturalism**

BC Assessment supports the delivery of 1.88 million assessment notices to property owners in January of each year with information about the assessment process. As part of this annual Property Assessment Communications Campaign, the Assessment Notice and Insert (brochure) are translated into 14 languages other than English, and made available on the Internet (http://www.bcassessment.ca/2010_assessment_roll_info/translations.asp#notice).

**Highlights of Initiatives**

- BC Assessment's commitment to multiculturalism and employment diversity is promoted to all employees and the public as part of the annual Property Assessment Communications Campaign.

- Human Resources hiring practices support multiculturalism and diversity in the workplace such as recruitment ads that show age, cultural and gender diversity.

- In 2009/10, BC Assessment provided assessment rolls and services on a contract basis to 58 First Nations in British Columbia that have authority to establish independent real property taxation systems. A formal customer satisfaction survey of this client group is done every second year.

- BC Assessment has an internal Language Skills Bank (volunteer program) located on its intranet site as a staff resource. The purpose of the program is to connect employees who have language skills other than English to help customers with oral or written questions in a wide variety of languages.

- BC Assessment staff are available, upon request, to make presentations to ethnic media, local government and community organizations to promote and publicize access to BC Assessment's services. B.C.'s ethnic media such as Fairchild TV-Chinese media, are included on news release distribution lists and some spokespeople conduct interviews with ethnic media outlets.

- Each year, Communications purchases Multifaith Action Society wall calendars for distribution to area offices to promote the different spiritual beliefs and cultures of the communities we serve.

- BC Assessment staff regularly host delegations from other nations such as Ireland and Cambodia, or visit other nations such as China, to share information about British Columbia's property assessment system.

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# BC Games Society

**Mandate**

To provide an opportunity for the development of athletes, coaches, and officials in preparation for higher levels of competition in a multi-sport event which promotes interest and participation in sport and sporting activities, individual achievement, and community development.

**Executive Commitment to Multiculturalism**

As described in our society's vision and values statements posted at bcgames.org:

- BC Games Society board represents a model in leadership and governance;
- progressive management practices and personnel policies reflect a fair and equitable work environment indicative of a healthy workplace and organization;
- commitment to broad social issues affecting all British Columbians including health and wellness, personal and community development, equity, access and inclusiveness is demonstrated; and
- the organizational culture honours both the individual and the contribution of the team.

**Key Processes, Policies and Structures in Support of Multiculturalism**

- The BC Games Society board of directors is consistently comprised of members from across the province including the First Nations' community and people self-identified as visible minorities
- Host community mayors and council are encouraged to recruit their boards of directors based upon these same principles.
- Past and current practice by BC Games Society staff in each host community is to advise volunteers on the importance of highlighting the cultural diversity of their region by way of inclusion in opening and closing ceremonies, games' time entertainment and hospitality, and volunteer recruitment

**Highlights of Initiatives**

Through our Shareholder's Letter of Expectation, we continue to collaborate with sport system partners to promote the growth of ethnic sport.

# BC Housing Management Commission

**Mandate**

To fulfill the government's commitment to the development, management and administration of subsidized housing for those in greatest need.

**Executive Commitment to Multiculturalism**

As stated in its Service Plan, BC Housing is committed to maintaining a professional and committed workforce that reflects and responds to the diversity of communities where we live and work.

**Key Processes, Policies and Structures in Support of Multiculturalism**

BC Housing has instituted the following policies:

- multiculturalism - to ensure BC Housing complies with the *Multiculturalism Act*;
- respect for diversity - to reinforce legislated requirements related to human rights, multiculturalism and employment equity; and
- recruitment and staff training - to ensure the maintenance of a high performing organization, the recruitment process is based on merit, and recognizes its responsibility in creating a workforce that is reflective of the diversity of B.C.'s communities. BC Housing's recruitment campaigns reflect the diversity of its workplace and visually create a statement of inclusion.

**Highlights of Initiatives**

Of new employees hired in 2009/10, 38 per cent self-identify as a visible minority, and one per cent self-identify as Aboriginal.

BC Housing participated in a Burnaby employers educational forum which set as its objective to raise awareness of employment and institutional barriers for immigrants and new Canadians.

The organization is currently reviewing its practices with a view to minimizing barriers. Each year, the organization supports employee-initiated events to showcase different cultures.

In 2009/10, employees organized a multicultural event and raised funds to support the relief effort in Haiti.

# BC Hydro

**Mandate**

BC Hydro's mandate is to generate, manufacture, distribute and sell power, upgrade its power sites, and to purchase power from, or sell power to, a firm or person under the terms of the *Hydro Power Authority Act*.

**Executive Commitment to Multiculturalism**

BC Hydro's board and executive team have approved a People Strategy that includes developing a diverse workforce which is representative of its customers and the communities it serves as well as strengthening its inclusive workplace. This strategy sets a long-term goal to increase BC Hydro's representation of women, visible minorities, Aboriginal Peoples and people with disabilities to the level of B.C. labour force representation. BC Hydro is committed to focusing on programs and initiatives that create a positive and diverse workplace.

BC Hydro defines diversity as understanding, recognizing and valuing the differences that make each person unique.

**Key Processes, Policies and Structures in Support of Multiculturalism**

BC Hydro has established a Diversity Manager position within Corporate Human Resources. This role is responsible for the development, planning and reporting of BC Hydro's overall diversity strategy. A diversity committee comprising Human Resource business partners, recruiters and other stakeholders throughout BC Hydro continues to support the implementation of the strategy.

Recruitment outreach has been developed to broaden BC Hydro's support for and access to diverse talent pools across B.C. Our Employee and Workplace policy articulates BC Hydro's commitment to a workplace which values diversity and is free of discrimination and harassment.

All employees receive Respectful Workplace Training and Aboriginal Awareness workshops are also offered throughout the year. Diversity Awareness training has been embedded within BC Hydro's supervisory and leadership training programs.

BC Hydro has also created a multi-purpose quiet space for use by all employees at the Edmonds office headquarters for the purpose of reflection and faith-based practice on site.

**2009/10 BC Hydro Workforce**

| | Women | Visible minorities | Aboriginal peoples | Persons with disabilities |
|---|---|---|---|---|
| BC Workforce (Current) | 47.6% | 19.8% | 3.6% | 6.3% |
| * Non-IBEW Employees | 44.5% | 21.6% | 1.6% | 1.8% |
| IBEW Employees | 2.7% | 5.3% | 3.3% | 2.5% |
| All BC Hydro | 31.1% | 2.2% | 2.2% | 2.0% |

* Note: Our workforce representation is broken out into Trades and Non-Trades occupations by analyzing labour affiliation.

**Highlights of Initiatives**

- In 2010, BC Hydro received recognition as one of Mediacorp's "Top 100 Employers in Canada" including recognition within the competitive categories of: "Top Diversity Employers in Canada" and "Top Employers for New Canadians".

- Across 2009/10, BC Hydro expanded its Outreach Partnership Alliance across all equity groups, forming stronger relationships and building awareness of BC Hydro's diversity strategy and expectations. A significant majority of the BC Hydro's self-identified visible minority partners are also BC Ministry of Economic Development Skills Connect providers that provide highly skilled technical and soft skill applicants to appropriate vacancies.

- On an ongoing annual basis, BC Hydro provides corporate support for the Hydro Employee's Multicultural Society (HEMS). This employee resource group celebrates and promotes multiculturalism and inclusion through employee events during Multiculturalism Week, National Aboriginal Day and other specific cultural/religious holidays.

- In 2009/10, the HEMS committee awarded scholarship to students at the high school and post secondary level who have demonstrated support for multiculturalism in their community and worked to build a more inclusive society.

- On annual basis, the HEMS committee provides support for the Affiliation of Multicultural Societies and Services Agencies of BC (AMSSA) through the sale of their multicultural calendars to BC Hydro employees.

- In 2009/10, volunteers from BC Hydro support the Engineering regulatory body, the Association of Professional Engineers and Geoscientists of BC, as assessors of credentials and applications of internationally trained professionals for the purpose of providing provisional, entry-level memberships to the Association.

- In 2009/10, BC Hydro provided English-as-a-second-language training for Occupational Purposes training on site, supplemented with voluntary accent reduction workshops, on company time to 37 employees. This education is provided by Skillplan of the BC Construction Industry Skills Improvement Council.

- In 2009/10, BC Hydro provided manager and employee cross-cultural communications workshops to over 50 participants.

# BC Hydro

- In 2009/10, BC Hydro sponsored and presented awards at a number of multicultural events including: the First Nations technology committee, the DiverseCity gala awards, Society of Punjabi Engineers and Technologists of BC, 2009 Walk with the Dragon hosted by S.U.C.C.E.S.S., Surrey Fusion Festival, Revelstoke Arts Councils' National Day of Healing and Reconciliation, Prince Rupert All Native Basketball Tournament, BC Association of Aboriginal Friendship Centre's Provincial Aboriginal Youth Conference and Intercultural Events in Richmond, Vancouver and Victoria.

- In 2009/10, BC Hydro participated in four Utility Boot Camps, which is an initiative in partnership with Terasen Gas, BCTC, Enbridge, TransCanada, Kinder Morgan and Spectra Energy for Aboriginal participants to gain exposure to the electricity industry through training programs hosted on First Nation territories.

- In 2009, BC Hydro was an active champion of the federal government's Canadian Immigrant Integration Project (CIIP).

- In 2009, BC Hydro preferred placement vendors have a directed focus on diversity and a skilled trades recruitment partner hired two internationally trained power line technicians from Jamaica and BC Hydro augmented this hiring intake by welcoming them to roles in Northern Regions of the province.

- In 2009/10, BC Hydro was represented on employer resource committees for the BC Immigrant Employment Council including former CEO, Bob Elton, as Chair of the board of directors.

- In 2010 BC Hydro provided company practices on immigrant employment on panel with the BC Human Resource Management Association's diversity committee.

- In 2009, BC Hydro was awarded Silver Standing by the Canadian Council for Aboriginal Business for its Progressive Aboriginal Relations program.

- In 2009/10, BC Hydro partnered with the Minerva Foundation to develop and deliver "Combining Our Strengths" Aboriginal Awareness Training program for leaders and key staff.

- In 2009/10, on an annual basis approximately $160,000 of BC Hydro's total budget for corporate donations and sponsorships is allocated to initiatives that support the development of mutually beneficial relationships between BC Hydro and Aboriginal communities. In 2009/10, such initiatives included scholarships, educational support and youth job experience.

# British Columbia Innovation Council

**Mandate**

The British Columbia Innovation Council (BCIC) promotes the development of entrepreneurs and the commercialization of technology through start-up companies and partnerships between industry and academia.

**Executive Commitment to Multiculturalism**

BCIC incorporates multiculturalism in its employment practices and has created a corporate culture of mutual respect and full participation valuing the diversity of its staff.

**Key Processes, Policies and Structures in Support of Multiculturalism**

BCIC's hiring processes and working culture ensures equal opportunity for everyone to achieve their full potential.

As a result of BCIC's employment practices, approximately 44 per cent of the Council's current staff are self-identified visible minorities and are proficient in six languages.

**Highlights of Initiatives**

- Ongoing: BCIC hires its staff based on merit, regardless of their linguistic, religious, racial or ethnic backgrounds
- Fiscal 2009/10: BCIC introduced 49 graduate students, in the fields of science and technology, from India to technology companies in the province to encourage collaboration.

# British Columbia Investment Management Corporation

**Mandate**

British Columbia Investment Management Corporation (bcIMC) is a trust company established under the *Public Sector Pension Plans Act*, with a mandate to provide investment management services to the B.C. public sector pension plans, provincial government, public sector entities and other publicly administered trust funds of the Province.

**Executive Commitment to Multiculturalism**

As a result of the global nature of our business, bcIMC is representative of the global community. The approved Business Plan requires bcIMC to align our skills base and operations with the globalization of our investments. Specific attention is given to building the research capacity and skills necessary to support the global investment process and active management strategies. As a result, bcIMC's staff component is representative of the global community.

**Key Processes, Policies and Structures in Support of Multiculturalism**

In support of our commitment to multiculturalism we continue to support an employee-run Chinese culture group. The mandate of this group is to educate all staff about China and to celebrate Chinese events. Regularly scheduled onsite informational sessions are provided to staff on a variety of relevant topics. Other programs in support of this commitment include academic partnerships with B.C.-based universities that have a large percentage of international students. Co-op students and corporate apprentices are selected with consideration given to bcIMC 's global business objectives. bcIMC business cards are printed in English, and upon request, in the language of the region in which they will be doing business and the first language of the employee.

**Highlights of Initiatives**

bcIMC hosted several events sponsored by the China Culture group, including information sessions about various aspects of Chinese culture, Chinese economic issues and a Chinese New Year's celebration lunch. As part of our Corporate Intemships program, our MBA students facilitated an annual Corporate Challenge to promote cross-country index market competition and increase global market awareness. bcIMC utilizes the Provincial Nominee Program to obtain landed immigrant status where applicable and appropriate. At least one of bcIMC's employees serves as an active mentor for the Inter-Cultural Association of Greater Victoria.

# British Columbia Lottery Corporation

**Mandate**

On behalf of the Government of British Columbia, the British Columbia Lottery Corporation (BCLC) is mandated to conduct, manage and operate:

- lottery gaming, including the marketing of nationwide and regional lottery games with other Canadian provinces;
- casino gaming;
- commercial bingo gaming; and
- eGaming.

**Executive Commitment to Multiculturalism**

BCLC's executive team promotes a fair, open, respectful and progressive workplace and business. We stand behind our CSR Charter, Standards of Ethical Business Conduct and corporate policies, all of which embody our values of social responsibility, integrity and respect.

**Key Processes, Policies and Structures in Support of Multiculturalism**

- BCLC's Corporate Social responsibility (CSR) Charter formalizes our commitment to support the many diverse communities of B.C., and to make BCLC a great place to work through respect, empowerment and teamwork.
- Fundamental understanding that our market and customers, including service providers and retailers, are multicultural and diverse.
- Respect is one of our corporate values. We value and respect our players, service providers and each other.
- BCLC has a comprehensive corporate policy addressing harassment and demonstrating a commitment to ensuring a positive work environment for all employees regardless of race, ancestry or place of origin. This is incorporated into BCLC's Ethical Standards of Business Conduct which is reviewed and signed off each year by all employees.

**Highlights of Initiatives**

- We have formalized our commitment to support B.C.'s diverse communities, and make BCLC a great place to work, in our CSR Charter, Playing it Right.
- Our lottery retailer certification tests are provided in English, Korean, Chinese, Punjabi and Vietnamese.
- GameSense responsible gambling materials are offered in English, French, Punjabi, Chinese, Vietnamese, Korean and Tagalog.
- Our Consumer Services hotline is able to access translation services when assisting customers and lottery retailers who have English as a second language.
- BCLC Sponsors events and community activities throughout B.C. that celebrate the diversity of our province and country. Most recently, we were proud to welcome the world as an Official Supporter of the Vancouver 2010 Olympic and Paralympic Winter Games, which set international precedents with its 2010 Cultural Olympiad and historic participation of B.C.'s Aboriginal peoples in the planning and hosting of the Games.

# BC Pavilion Corporation

**Mandate**

To create significant economic and community benefits for the people of British Columbia by developing, marketing and operating iconic world class public convention, sports and entertainment facilities.

**Executive Commitment to Multiculturalism**

A Workplace Diversity policy was created by employees and approved by the BC PavilionCorporation's (PavCo) executive in 1997. PavCo continues to reinforce this commitment to its core values of respect, fairness, integrity, and cross-cultural understanding in a safe working environment free from any form of harassment or discrimination.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The multicultural nature of the Corporation's business, clients and staff is highly valued and discrimination among its workforce or client relations is not tolerated. Ongoing support is provided to enhance and integrate multicultural sensitivity into the performance and fabric of the organization. All advertisements to fill position vacancies within PavCo include an employment equity statement and encourage applications from visible minority groups. Qualification requirements are explained in generic language in order to ensure fairness and equitability when assessing applicants' credentials. Equal acceptance, opportunity and appreciation of all staff are the responsibility of each business unit in order to retain staff and develop their skills, knowledge and abilities.

PavCo is committed to creating a workforce representative of the population it serves and providing equal access to hiring, advancement and training opportunities. A culturally diverse workforce represents a variety of national and ethnic backgrounds including Chinese, East Indian, Filipino, Iranian, Iraqi, Mexican, Nigerian, South American, Japanese, Serbo-Croatian, and Taiwanese. Front line and Service Desk staff are multilingual and provide an opportunity for visitors, guests or clients to identify and take advantage of interpretative services. Resource lists are also available detailing languages spoken by staff.

The Corporation offers professional counselling and referral services on a confidential basis to its employees and their immediate families through an external contractor. Information brochures outlining the services available are offered in several languages. Qualified counsellors are also available to assist in a variety of languages including English, French, Dutch, Japanese, Mandarin, Cantonese, Punjabi and Spanish.

**Highlights of Initiatives**

During 2009/10, most new hires were for event based positions. Corporate and supplier staff at the facilities are from diversified backgrounds representative of the diverse Canadian society and the communities we serve. Entry-level customer service positions typically require fluency in English, with additional language(s) as a definite asset.

The Vancouver Convention Centre continues its focus on service excellence. All departments conduct daily 'line-ups' which focus on our service philosophy and employee values. All full-time and regular part-time employees of the Convention Centre and our official suppliers attend a two-day training session, a component of which is the value of respect and our service standard on treating employees and guests with consideration, dignity and respect. With the post-Olympic reopening of both buildings, the Convention Centre suppliers have added additional staff and the majority of these staff continue to be from diversified backgrounds. PavCo has expanded the guest ambassador team which includes several employees from diversified backgrounds all of whom are multilingual.

At BC Place, workplace diversity and multiculturalism start from recruitment. With its biggest recruitment drive before the Winter Olympics, BC Place paid special attention to promote and attract qualified candidates from diverse backgrounds. Partnering with community services organizations, BC Place held job fairs and recruitment presentations for the immigrant communities. To ensure a respectful and welcoming workplace, a "Valuing Workplace Diversity" component is included in all new hire orientations and re-orientation for existing staff, in conjunction with the Olympics' Welcoming the World customer service training. Staff in Human Resources, many with additional language abilities, are attuned to diversity and multicultural sensitivity, and are able to assist employees with concerns in the area.

In order to attract qualified candidates from diverse backgrounds that reflect the public and clients we serve, recruitment ads are placed in ethnic newspapers and public places where there is a high population of multicultural and diverse demographics, such as Vancouver Community College, where there is a high population of multicultural students.

PavCo encourages multicultural events at its facilities and hosts events from around the world. During 2009/10, the Vancouver Convention Centre held a number of such events including: Inclusion Works Gala Dinner (Aboriginal Human Resources Council), Consulate General of Japan Reception, EID Prayer & Festival (Islamic Community), BC Creative Achievement Awards for Aboriginal Art, and the Vancouver 2010 Aboriginal Art Exhibition.

# British Columbia Railway Company

**Mandate**

- To support and facilitate the British Columbia Ports Strategy and Pacific Gateway Strategy, by providing advice, acquiring and holding railway corridor and strategic port lands, and making related infrastructure investments;
- Continue to dispose of the residual assets and wind down entities currently owned and operated by the Corporation that are not required to preserve the railway right-of-way, rail bed and track infrastructure; or not required to support the freight railway under the Revitalization Agreement; or not assets or entities that support the Pacific Gateway Strategy;
- Continue to own and operate the Port Subdivision railway line;
- The Corporation, as landowner, will have an on-going accountability to ensure effective and efficient management of the Revitalization Agreement between the Corporation and Canadian National Railway Company (CN); and
- The Corporation, as landowner, will have an on-going accountability to ensure effective and efficient management of the Operating Lease Agreement between the Corporation and Kinder Morgan Canada Terminals ULC ("Kinder Morgan").

**Executive Commitment to Multiculturalism**

- Recognizes the multicultural nature of British Columbia, values cultural diversity in the communities we serve, while ensuring fairness and equity in operations and systems for all people including employment and customer service.
- Will not tolerate discrimination based on national or ethnic origin, language, ancestry, culture or religion among its staff.
- Takes into account the anticipated impact on the diverse community when designing new programs, services, policies and methods of service delivery.

**Key Processes, Policies and Structures in Support of Multiculturalism**

- Respectful Workplace Policy/Dispute Resolution
- Employee Relations Policy
- Recruitment and Staffing Policy

**Highlights of Initiatives**

- Supporting the Tsawwassen First Nation land use planning process
- Working with the Williams Lake Indian Band to settle tenure dispute

# British Columbia Securities Commission

**Mandate**

The British Columbia Securities Commission (BCSC) is the independent provincial government agency responsible for the administration of the *Securities Act*. The mission of the Commission is to protect and promote the public interest by regulating trading in securities:

- to ensure the securities market is fair and efficient and warrants public confidence; and
- to foster a dynamic and competitive securities industry that provides investment opportunities and access to capital.

**Executive Commitment to Multiculturalism**

We promote information sharing; we have several memoranda of understanding with the International Organization of Securities Commission and with commissions in other countries: United States, Hong Kong, China, Australia, and France. We translate publications and multi-media presentations into Chinese to provide information to community based groups on fraud and inappropriate investing.

**Key Processes, Policies and Structures in Support of Multiculturalism**

We are an employment equity employer. Our human resources policies include a discrimination and harassment prevention policy and we provide discrimination and harassment prevention training to all employees on an on-going basis.

We provide training on behavioural recruitment and non-discriminatory hiring policies to managers. Human resources staff have training on discrimination and harassment prevention. They can investigate and resolve harassment issues and reduce interpersonal conflict among employees of all backgrounds. More than twenty per cent of our employees are from self-identified visible minorities.

**Highlights of Initiatives**

In September, the social committee hosted a multicultural lunch day, featuring heritage food prepared by staff of the Commission.

The BCSC continued its ethnic community outreach with advertising with multicultural and Chinese-language radio stations -- AM1320, AM1470 and Fairchild FM96.1, and radio advertising on three South Asian stations -- ReD FM, Radio Rim-Jhim and RJ1200. The ads help us to increase awareness of the BCSC, investment fraud, fraud reporting and our InvestRight program in British Columbia's two largest ethnic communities.

BCSC staff also delivered seminars and shared investor education and fraud protection information with the public at community events and tradeshows.

We have worked to translate more investor education materials on InvestRight.org to Chinese as well. In fact, we have mirrored the materials and resources on the Chinese-language landing page from our partner — S.U.C.C.E.S.S. — to our InvestRight.org. We used this information for our red flags brochure, video podcasts, some investor watches and other investor education materials.

# BC Transit

**Mandate**

BC Transit is the provincial Crown agency responsible for coordinating the delivery of public transportation throughout British Columbia, outside the Greater Vancouver Regional District. Its mandate includes planning, funding, constructing, marketing, and operating transit systems that are either directly or indirectly in partnership with local government throughout the province.

**Executive Commitment to Multiculturalism**

The Senior Leadership Team is committed to diversity initiatives, including multiculturalism, as an integral part of regular day-to-day business. BC Transit's board of directors is committed to equal opportunity initiatives.

**Key Processes, Policies and Structures in Support of Multiculturalism**

Key policies in support of multiculturalism include:

- Human Rights: committed to upholding the principles enshrined in the BC Human Rights Code.
- Multiculturalism policy: consideration of the impact on a diverse community when designing new services, methods of service delivery, and programs.
- Recruitment and Selection: policies committed to attraction and retention of a committed and competent workforce, and to the principles of equal opportunity.
- Code of Conduct: an employee-initiated statement of expectations about respectful interaction; and
- Volunteer facilitators trained to help resolve differences.

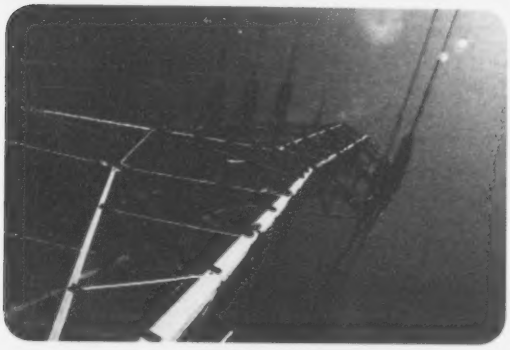
**Highlights of Initiatives**

In May of 2009 BC Transit worked with the Victoria Immigrant and Refugee Society on their workforce diversity program.

# BC Transmission Corporation

**Mandate**

BC Transmission Corporation (BCTTC) plans, builds, operates and maintains the province's publicly owned electrical transmission system. BCTC's mandate is to manage BC's transmission system, ensuring open and fair access to the grid, facilitating private generation investment in BC and maintaining access to the western North American wholesale electricity market.



**Executive Commitment to Multiculturalism**

The Executive Leadership Team (ELT) continued support of the following corporate programs and initiatives: Multiculturalism, Respectful Workplace, Corporate Outreach and Aboriginal Business Development.

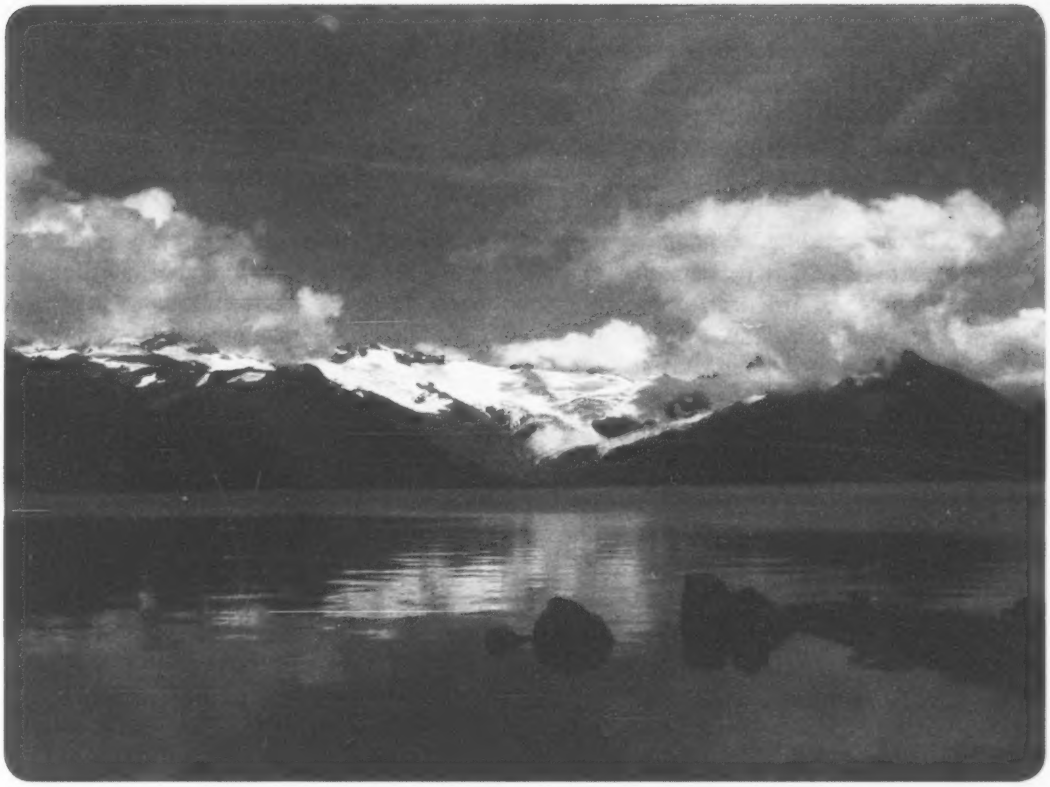
**Key Processes, Policies and Structures in Support of Multiculturalism**

- Continued BCTC's Community Investment program which includes an Aboriginal Outreach program and a TransConnect program to support organizations where employees volunteer
- Continued to offer Respectful Workplace training and profiled training opportunities in our employee newsletter and on the intranet
- Continued Aboriginal Business Development program
- Continued training course of Working Effectively with Aboriginal Peoples

**Highlights of Initiatives**

- Celebrated Multiculturalism Week in B.C. by profiling employees from different backgrounds in a special edition of our employee newsletter
- Celebrated National Aboriginal Day with an afternoon of Aboriginal foods and cultural activities for all employees
- Supported employee-organized event in celebration of Vaisakhi and promoted in employee newsletter
- Supported the following programs, events and initiatives:
  - Lu'ma Native Housing Society
  - Indigenous Women's Studies Institute
  - First Nations Career Council
  - Progressive Community Friends Club (English language training for new immigrants)
  - Nisga'a Nation Elders Society
  - ESC Bright Futures Aboriginal Youth Camp

# Columbia Basin Trust



**Mandate**

Columbia Basin Trust's (CBT) mandate is established in the *Columbia Basin Trust Act*, and is to manage CBT's assets for the ongoing economic, environmental and social benefit of the region.

**Executive Commitment to Multiculturalism**

CBT supports diversity and multiculturalism by:

- Establishing an open and accepting workplace culture, and ensuring that discrimination and harassment are not acceptable, as outlined in the Employee Code of Conduct; and
- Supporting regional and local efforts to celebrate culture by providing funds to a variety of programs and projects.

**Key Processes, Policies and Structures in Support of Multiculturalism**

No new corporate processes, policies or structures were implemented to support multiculturalism in CBT's hiring processes and working culture for 2009/10.

**Highlights of Initiatives**

In 2009/10, CBT provided a total of $500,000 to Columbia Kootenay Cultural Alliance, which supports the arts, culture and heritage sector throughout the Columbia Basin by providing grants to a variety of community and regional projects.

Also in 2009/10, CBT developed a draft document providing strategic direction to the organization in the areas of arts and heritage and this document emphasizes the importance of reflecting the Basin's diversity through arts and heritage. This document will be finalized in 2010/11, and will help guide future initiatives undertaken by CBT.

# Columbia Power Corporation

**Mandate**

- To efficiently develop and operate commercially viable, environmentally sound and safe power project investments for the benefit of the Province and the residents of the Columbia Basin;

- To act as the manager of power project joint ventures with the Columbia Basin Trust.

**Executive Commitment to Multiculturalism**

Columbia Power believes that in order to plan and develop successful projects within communities it is important to create effective partnerships between business, government, community service groups and individuals. With a diverse, multicultural population in our communities, CPC works hard to respect these diversities and acknowledges the years of commitment and dedication these multicultural groups bring to the richness and success of the Region.

In keeping with its commitment to translate power project investments into benefits for local communities, CPC supports numerous events, projects and various multicultural organizations in the Columbia Basin communities through its Community Sponsorship Funding Program.

Columbia Power is also an equal opportunity employer.

**Key Processes, Policies and Structures in Support of Multiculturalism**

CPC supports multicultural activities in the Columbia Basin region with support from its community sponsorship funding budget. Through this budget, successful multicultural events and initiatives are held and delivered.

CPC is committed to including and working with First Nations, self-identified visible minorities, disabled persons and women in non-traditional roles in developing and working on power projects.

**Highlights of Initiatives**

| Multicultural Groups and Events Sponsored by Columbia Power Corporation During 2009/10 | |
|---|---|
| Blueberry Creek Community School Aboriginal Art Camp | $500 |
| Ktunaxa Nation Council - Golf Tournament (Aboriginal Day) | $1,000 |
| Lower Columbia All First Nations - Aboriginal Day Celebration | $1,200 |
| Action Society for Aboriginal Peoples - Summer Camp for Youth | $2,000 |
| Okanagan Nation Alliance - Business Opportunities Conference | $2,000 |
| Okanagan Nation Alliance - Salmon Feast | $3,000 |
| Okanagan Nation Alliance - Spirit Ridge Conference Centre Opening | $5,000 |
| Ki-Low-Na Friendship Society - Aboriginal Youth Career Fair | $1,500 |
| Selkirk Secondary School – Metis Dance Program for Youth | $792 |
| Splatsin First Nation Sturgeon Release and Pow Wow | $4,000 |

# Community Living British Columbia

**Mandate**

The *Community Living Authority Act* sets out Community Living British Columbia's (CLBC) mandate and provides its legal basis to operate as a Crown agency. CLBC directs operations and develops associated policy, ensures standards are met and manages funds and services. CLBC is accountable to the provincial legislature through the Minister of Housing and Social Development. The Minister is responsible for funding, setting provincial standards and policies and monitoring CLBC's performance.

**Executive Commitment to Multiculturalism**

CLBC is committed to the continous improvement of the way services and supports are delivered to the individuals and families we support. This includes individuals from culturally diverse backgrounds, their families and communities.

**Key Processes, Policies and Structures in Support of Multiculturalism**

CLBC's commitment to multiculturalism has been integrated into CLBC's corporate planning and reporting processes. CLBC is committed to ensuring multicultural representation exists within every CLBC working group and on all major initiatives.

**Highlights of Initiatives**

CLBC conducted a survey of its workforce in early 2010 to identify Aboriginal peoples and ethnocultural backgrounds and languages spoken. The survey results are being used to build targeted staffing and training strategies in order to better serve diverse populations in communities throughout the province.

Internal translators from within CLBC have been identified to review draft translated publications prior to release. All fact sheets are translated into eight languages for distribution around the province and are posted to the website. For example, a new fact sheet titled "Information for Families on Eligibility" was made available through CLBC's network of offices in eight languages including French, Spanish, Tagalog, Vietnamese, Hindi, Punjabi and Simplified and Traditional Chinese.

A "Start with Hi" social media site encourages individuals to share stories of inclusion in communities of individuals with developmental disabilities. This site provides an accessible forum to reach a diverse audience around an important subject. The site has attracted over 2,600 facebook fans.

CLBC connected with Affiliation of Multicultural Societies and Service Agencies of BC (AMSSA), an organization that provides support to 35 immigration agencies across BC and 53 associated societies. AMSSA has agreed to provide assistance to CLBC in connecting with societies across the province and has posted the CLBC and Start with Hi websites to their member information database to help raise awareness of these resources. Recently a google alert was posted by the Asian Immigrant Society of Vancouver regarding CLBC's services and supports for adults with developmental disabilities.

CLBC provides information on employment and inclusion of individuals with developmental disabilities to multicultural media outlets on a regular basis.

CLBC contributes regular stories about employment, inclusion, innovation and safeguards to "Possibilities Now" a Surrey based publication distributed in the Lower Mainland. This quarterly publication focuses on the contribution of individuals with developmental disabilities to a diverse multicultural audience.

An Aboriginal Advisor focuses on developing stronger relationships with Aboriginal leaders and community organizations that support Aboriginal people's disability-related needs.

An Interim Aboriginal Advisory Council with representatives from across the province has been created to ensure Aboriginal communities have meaningful involvement in how CLBC services are designed, delivered and evaluated for Aboriginal individuals with developmental disabilities and their families living off reserve.

CLBC provided an innovation grant to the Family Education and Leadership Project which provides opportunities for Korean families to gather and share information aimed to increase their awareness about person centered options and to seek solutions to individual family needs.

# Forestry Innovation Investment Ltd.

**Mandate**

Forestry Innovation Investment (FII) was established to build markets domestically and around the world for B.C. forest products.

**Executive Commitment to Multiculturalism**

The FII Executive is committed to delivering its services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia, and in the foreign markets where its activities are delivered. The Executive has specifically committed to:

- provide equal opportunity employment for all British Columbians regardless of race, color or religion;
- ensure that all staff treat others in the workplace with respect and dignity; and
- provide a work environment free of harassment and discrimination.

**Key Processes, Policies and Structures in Support of Multiculturalism**

Forestry Innovation Investment has completed three documents in support of multiculturalism:

- Standards of Conduct Policy;
- An Employee's Guide to a Healthy Workplace; and
- A Manager's Guide to a Healthy Workplace.

These documents contain information and guidelines in support of the executive commitment described above and are distributed with each employee's Policies and Procedures Binder.

**Highlights of Initiatives**

Forestry Innovation Investment is a very small organization; initiatives relating to multiculturalism are contained in the various policies and guides referred to above.

# Insurance Corporation of British Columbia (ICBC)

**Mandate**

The Insurance Corporation of British Columbia (ICBC) provides universal basic auto insurance to B.C. motorists and also competes for the optional auto insurance business. As part of its mandate, ICBC provides vehicle and driver licensing services, vehicle registration services and fines collection on behalf of the provincial government. ICBC invests in fraud prevention and road safety initiatives to promote a safer driving environment throughout B.C.

**Executive Commitment to Multiculturalism**

ICBC is committed to promoting fair and equitable access to its services, programs and employment opportunities.

**Key Processes, Policies and Structures in Support of Multiculturalism**

Policies are in place to promote understanding and respect toward employees and customers of diverse backgrounds. These include our employment equity, harassment-free workplace, combating racism and reasonable accommodation policies.

Employment advertisements include an employment equity statement to encourage applications from all qualified individuals.

In-house displays, celebrations and events are organized throughout the year to increase awareness and understanding of cultural diversity and multiculturalism.

**Highlights of Initiatives**

- Since 2006, the Road Safety Department has been working with at-risk youth including First Nations, from Vancouver's Downtown Eastside, Strathcona and Grandview Woodlands areas on the NASKARZ (Never Again Steal Cars) project.
- Multilingual staff are available to provide customers with translation services.
- Translation service for claims customer is now available in over 170 languages. Issued news releases in multiple languages targeting ethnic media.
- The Driver's License knowledge test can also be taken in Cantonese, Croatian, Farsi, Mandarin, Punjabi, Arabic, Russian, Spanish, Vietnamese, French.
- Created an online practice knowledge test for a learner's licence in Punjabi.
- Select brochures providing information on insurance, claims, and driver licensing are produced in high demand languages.
- Continued to publish Chinese and Punjabi materials on New Vehicle Replacement Plus coverage, Driver Risk Premium and the Crash Card.
- Facilitate group knowledge testing, upon request, at some of our offices to accommodate customs of various First Nations in remote communities whose training was provided through the Prince George Nechako Aboriginal Employment and Training Association.
- Attended several career fairs throughout the year that represented different ethnic or socio-economic backgrounds, such as YWCA Vancouver and Progressive Intercultural Community Services.

# Legal Services Society

**Mandate**

Under section 9 (1) of the *Legal Services Society Act*, the Legal Services Society (LSS) mandate is to (a) assist individuals to resolve their legal problems and facilitate their access to justice, (b) establish and administer an effective and efficient system for providing legal aid to individuals in British Columbia, and (c) provide advice to the Attorney General respecting legal aid and access to justice for individuals in British Columbia.

**Executive Commitment to Multiculturalism**

LSS policy is to deliver legal aid services in an environment where all individuals are treated with fairness, dignity and respect. Employees are expected to recognize the importance of culture at LSS and help to eliminate inequities and biases from existing services and methods of service delivery. LSS ensures that staff behaviour toward clients/applicants and colleagues is free from racism and discrimination in all its forms. (*Taken from LSS Guiding Principles: Code of Ethics*)

**Key Processes, Policies and Structures in Support of Multiculturalism**

The Guiding Principles of LSS Administrative Policies and Procedures include Code of Ethics, Discrimination and Harassment, and Employment Equity policies, as well as collective agreements.

The society ensures its services are accessible to all communities by funding interpreters and translators for clients who need them to work with their legal aid lawyers, providing interpreter services and translated scripts for phone clients, producing public legal education and information materials in as many as 12 languages other than English in print and online, requiring staff to adhere to a code of ethics that includes non-discrimination and non-harassment, and following an employment equity policy.

**Highlights of Initiatives**

Aboriginal Legal Aid Services: This was the second year of a three-year project to identify unmet needs of Aboriginal clients, consult with Aboriginal communities across B.C., and pilot service models. Pilot projects include expanded duty counsel in Williams Lake, Port Hardy, and First Nations Court in New Westminster; Aboriginal Community Legal Workers in Nanaimo and Port Hardy; and capacity building workshops in a range of remote northern communities. The project provided training workshops on writing Gladue reports, Aboriginal courts, child protection, mediation, and FASD for Aboriginal community advocates in northern communities, and produced Gladue reports for more than 15 Aboriginal clients. The project also created new public legal education materials specific to the Aboriginal community on Aboriginal child protection and First Nations court. A partnership between LSS, tariff lawyers and the UBC First Nations Legal Clinic was formalized to support UBC law students working with tariff lawyers on child protection matters.

Public Legal Information and Education: LSS translated two key booklets into simplified Chinese, one into Korean, and one into Spanish. With translation assistance from the Intergovernmental Relations Secretariat, LSS also translated and produced seven other booklets in French.

Community outreach and development: LSS Fieldworkers organized community training and one day workshops focused on family law and other legal aid issues for advocates and intermediaries around B.C., including representatives from multicultural organizations. We partnered in sponsoring a provincial advocates' training conference, which included representatives from multicultural agencies. We liaised with umbrella organizations and participated in multi-agency committees. Legal Information Outreach Workers in LSS' regional centres provided workshops on legal aid services and resources to local intermediaries.

# Liquor Distribution Branch

**Mandate**

In British Columbia, the Liquor Distribution Branch (LDB), under the authority of the *Liquor Distribution Act*, has the sole right to purchase beverage alcohol, both in and out of British Columbia, in accordance with the Importation of *Intoxicating Liquors Act* (Canada).

Reporting to the Minister of Housing and Social Development, the LDB is responsible for the importation, distribution, wholesaling and retailing of beverage alcohol in British Columbia and operates government liquor stores and distribution centres in the province.

With 197 stores and an average of 700,000 customer visits each week, the LDB is in a unique position to provide customer service linking our multicultural community.

**Executive Commitment to Multiculturalism**

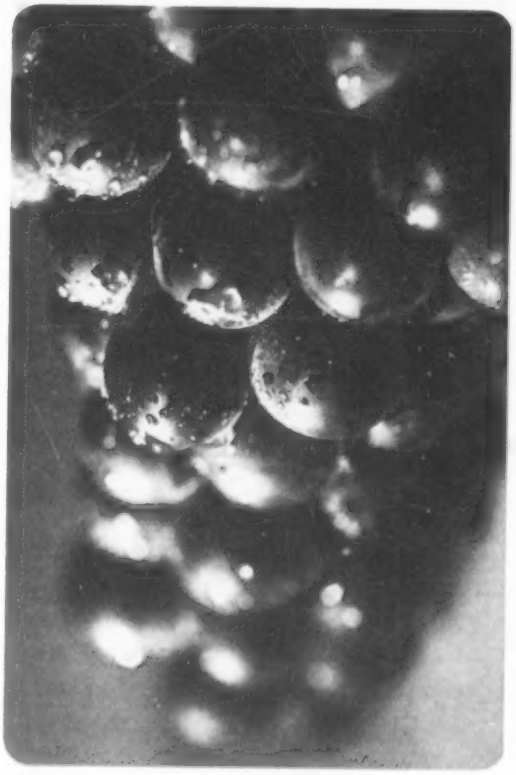
The LDB executive and management is committed to the principles of multiculturalism in our marketing and customer service initiatives, as well as in our role as an employer of choice. The Marketing Department constantly reviews the LDB's calendar of retail promotions and incorporates multicultural celebrations in its chosen themes.

Responsibility for multiculturalism rests at the executive level, shared between the Executive Director of Human Resources and the Executive Director of Retail and Wholesale Services, and is embedded in all areas of Human Resources and Retail Services – including new employee hiring, outreach and management training programs, and retail initiatives.

**Key Processes, Policies and Structures in Support of Multiculturalism**

Responsibility for equity, diversity and multiculturalism is shared between the Executive Director of Human Resources and the Executive Director of Retail and Wholesale Services, both of whom are members of the LDB executive committee.

The LDB's respect for all cultures is woven into the fabric of all recruitment strategies and hiring processes for the stores, distribution centres and corporate head office. The LDB's multicultural diversity of its employees is represented in new recruitment materials. Further, this respect for all cultures is reflected in all training programs, ranging from new employee orientation to management development.



**Highlights of Initiatives**

The LDB is in a unique position, as a retailer within government, to provide information to our customers – the people of British Columbia – on the many opportunities to enhance our cultural experience through the pairing of beverage alcohol with food.

In fiscal 2009/10, the LDB continued with these initiatives, highlighting several popular

programs that engage customers in the food and beverage experience:

In-store and public website promotions:

- Various cultural events are supported by signage, displays and special events in BC Liquor Stores.
- Chinese New Year displays in 40 stores were complemented by special food and beverage events at the flagship 39th and Cambie store's demonstration kitchen.
- Other cultural holidays are celebrated in select stores in a similar manner, such as Diwali and Robbie Burns Day.
- The stores also host food and beverage alcohol events representing the culture, cuisine and beverage alcohol of Argentina, Australia, France, Chile, Spain and many other countries.
- In addition to in-store events, various promotional displays of products from around the world are featured in BC Liquor Stores and most of the campaigns are also complemented by brochures for consumers.

Publications

- The LDB's popular complimentary publication, Taste, is available in-store and online. The multicultural mosaic of British Columbia is infused in every issue, featuring personalities, educational articles, and paired products and recipes from the around the world. The December 2009 issue of the Taste featured an extensive Chinese New Year food and beverage article. Each issue features various countries or regions with food recipes and product pairings from around the world.

Recruitment Materials

- The LDB's respect for the multicultural diversity of its employees is reflected in new recruitment materials featuring employees from a multitude of backgrounds. The materials are in the form of brochures, career fair materials, and videos and other online content on our website.

**Mandate**

The mandate of the Oil and Gas Commission (the Commission) is to regulate oil and gas activities and pipelines in British Columbia in a manner that:

- provides for the sound development of the oil and gas sector, by fostering a healthy environment, a sound economy and social well being;
- conserves oil and gas resources in British Columbia;
- ensures safe and efficient practices; and
- assists owners of oil and gas resources to participate equitably in the production of shared pools of oil and gas.

Provide for effective and efficient processes for the review of applications related to oil and gas activities or pipelines, and to ensure that applications that are approved are in the public interest having regard to environmental, economic and social effects.

Encourage the participation of First Nations and Aboriginal peoples in processes affecting them, participate in planning processes, and undertake programs of education and communication in order to advance safe and efficient practices and the other purposes of the Commission.

**Executive Commitment to Multiculturalism**

The Commission supports the government-wide Multiculturalism Policy, which guides the delivery of services and programs in a manner that is sensitive and responsive to the multicultural reality of British Columbia. The Commission employs an increasingly diverse workforce and benefits from the wider range of experience, knowledge, skills and cultural backgrounds the employees bring.

Consistent with our vision to be the innovative regulatory leader, respected by stakeholders, First Nations and clients, the Commission offers fair and equal growth opportunities to all its employees and fosters an inclusive and respectful work environment regardless of race, cultural heritage, religion, ethnicity, ancestry or place of origin.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The Commission continues to support multiculturalism through consistently following its values of being transparent and respectful, and through continually strengthening relationships with stakeholders, First Nations, clients and co-workers. The Commission conducts its hiring processes openly and with integrity and promotes a positive and rewarding work environment for all.

**Highlights of Initiatives**

The Commission actively carries out outreach recruitment in First Nation communities, local communities and educational institutions. As of the end of fiscal year 2009/10, we have seven Aboriginal employees and 23 other minority employees in a 189 FTE organization.

As a tradition, the Commission participated in several First Nation community activities during 2009/10: Doig Days, Elder's Gathering/Camp, McLeod Lake Annual General Assembly, Prophet Community Celebrations, Cultural Competency training, Peace Pow Wow, Wellness Conference, Halfway volunteer day, and the Petitot Gathering. The Commission also contributed to the practicum of two First Nations students participating in the Employment Skills Access Program offered by the North East Native Advancing Society.

Through its Employee Engagement Surveys, the Commission receives feedback on the workplace environment and enhances its healthy workplace initiatives accordingly.

# Pacific Carbon Trust

**Mandate**

Pacific Carbon Trust's (PCT) mandate is to deliver quality BC-based greenhouse gas offsets to help clients meet their carbon reduction goals and to support growth of this industry in B.C.

**Executive Commitment to Multiculturalism**

PCT's board of directors and executive team recognize and support the important purpose of the *Multiculturalism Act*. The board has adopted B.C.'s public sector Standards of Conduct, which indirectly relates to the issues of multiculturalism. The standards address the need for respect and dignity in workplace behavior; including preventing discrimination and harassment in the workplace.

**Key Processes, Policies and Structures in Support of Multiculturalism**

2009/10 was PCT's second year of operation with a continued focus on establishing the corporation and setting-up operations. Key processes, policies and structures will be developed or will continue to evolve. Support for multiculturalism and diversity will continue to be considered as the corporation matures.

**Highlights of Initiatives**

Pacific Carbon Trust will continue to look for further opportunities to support diversity and multiculturalism in its planning and operations.

# Partnership British Columbia

**Mandate**

Partnerships British Columbia Inc. (Partnerships BC) is a company responsible for bringing together ministries, agencies and the private sector to develop projects through public private partnerships. As a company registered under the *Business Corporations Act*, Partnerships BC is wholly owned by the Province of British Columbia and reports to its shareholder, the Minister of Finance.

Our mission at Partnerships BC is to structure and implement partnership solutions which serve the public interest.

Partnerships BC's core business is to:

- Provide specialized services, ranging from advice to project leadership and management to government and its agencies with respect to identifying opportunities for maximizing the value of public capital assets and developing public private partnerships;
- Foster a business and policy environment for successful public private partnerships and related activities by offering a centralized source of knowledge, understanding, expertise and practical experience in these areas; and
- Manage an efficient and leading edge organization that meets or exceeds performance expectations.

The company's clients are public sector agencies, including ministries and Crown corporations. To serve these clients effectively, Partnerships BC is also working to build strong relationships with private-sector partners such as businesses, investors, and the financial services sector.

The company's organization, staffing and governance reflect and support this meshing of public-and-private sector interests.

**Executive Commitment to Multiculturalism**

Partnerships BC is committed to the values set out in the *Multiculturalism Act* (1993). Partnerships BC recognizes diversity, encourages respect for multicultural heritage, racial harmony and the full and free participation of British Columbians in every aspect of economic, social and political life. The organizational culture honours both the individual and the contribution of the team.

**Key Processes, Policies and Structures in Support of Multiculturalism**

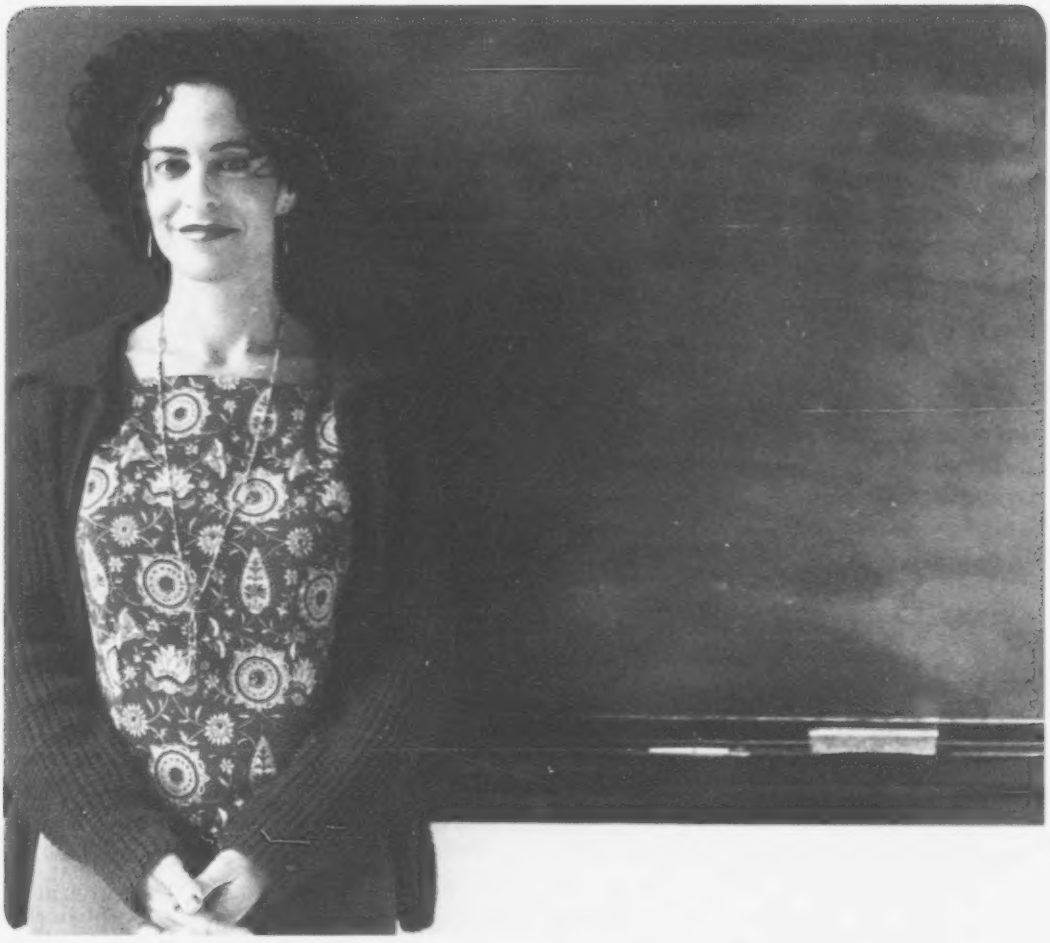
Partnerships BC supports the multicultural initiatives of its clients, particularly in the area of public and First Nations consultation.

**Highlights of Initiatives**

Partnerships BC supported its client's multicultural initiatives, including public and First Nations consultation.

Partnerships BC ensured its progressive management practices and personnel policies reflected a fair and equitable work environment that supported a healthy workplace and organization.

# Pension Corporation



**Mandate**

The Pension Corporation is a non profit agent of the College, Municipal, Public Service and Teacher's Pension board of trustees. It provides professional pension administration services on behalf of the pension boards of trustees, and their plan members and employers. Funding for administrative services comes from each of the Pension plans.

**Executive Commitment to Multiculturalism**

Visual imagery of the multicultural community continues on our corporate website, publications, communications and training materials for pension plan members and plan employers. Imagery includes people from diverse populations and various age groups.

**Key Processes, Policies and Structures in Support of Multiculturalism**

Our recruitment process supports barrier free access to employment and bias-free employee selection. On our website it states the Pension Corporation is committed to employment equity. Applications are encouraged from qualified groups including: persons with disabilities; Aboriginal peoples; self-identified visible minorities; and women.

**Highlights of Initiatives**

- Continue to hire individuals with diverse background and ethnicity.
- Our Leadership Development program includes content on valuing diversity.

# Provincial Capital Commission

**Mandate**

The Vision of the Provincial Capital Commission (PCC) is to connect and celebrate the Capital with all British Columbians. The mandate of the PCC is to deliver programs that connect British Columbians to their Capital; to foster pride and awareness of the diverse cultures and rich history of their province; to provide responsible stewardship of public assets; and to be a self-sustaining Crown corporation.

**Executive Commitment to Multiculturalism**

The PCC supports government-wide multiculturalism policies that guide the delivery of programs in a manner that is sensitive and responsive to the multicultural reality of B.C.

**Key Processes, Policies and Structures iin Support of Multiculturalism**

In the PCC's current Service Plan, Program Goals state an emphasis on youth and children, history/heritage, culture, Aboriginal peoples, and civic commitment. Values include recognizing and supporting the diversity of British Columbia's cultures, landscapes and history. Since 2006 the PCC has engaged a First Nations consultant to help build connections and develop Outreach programs aimed at Aboriginal groups.

**Highlights of Initiatives**

- Provided major support for Inter-Cultural Association's Luminara festival and for additional interpretation for the City of Victoria's "Signs of Lekwungen" project.
- Provided consultant support for "Cedar and Bamboo," a documentary film on First Peoples and Chinese-Canadian experiences in B.C.
- Provided a venue and funding for National Aboriginal Day concert in June 2009.
- Provided funding for Aboriginal post-secondary students' celebration, organized by Surrounded by Cedar Family and Children's Service, the Victoria Native Friendship Centre, the University of Victoria and Camosun College.
- Provided funding support for a ceremony honouring Aboriginal veterans in the week leading up to Remembrance Day, on traditional territory of Tsartlip First Nation.
- Provided travel assistance for two First Nations groups to visit the Coast Salish exhibition at the Royal BC Museum.
- www.bcpcc.com includes sections that honour cultural diversity within the Capital, and highlights PCC programs, initiatives and outreach visits pertaining to First Nations and other culturally-distinct groups.
- Coast Salish culture is featured in our online Gradefour and five Social Studies unit; pioneer Chinese-Canadian issues are featured in our award-winning online Grade 10 Social Studies unit.
- PCC-produced mini-documentary films posted on YouTube continue to feature accessible historical information on some of B.C.'s Jewish, Black, Chinese-Canadian, Doukhobor and First Nations communities.
- Produced and distributed "We Raise Our Hands," a publication that connects and celebrates the Capital with First Peoples both locally and provincewide.

# Royal British Columbia Museum Corporation

**Mandate**

The Royal British Columbia Museum Corporation (RBMC) is the only organization in the world dedicated specifically to the preservation of, and education about, the human, natural and archival history of British Columbia. Its purpose is to fulfill the government's fiduciary responsibilities for public trusteeship of the provincial collections and exhibits, and to preserve the collections for future generations of British Columbians.

**Executive Commitment to Multiculturalism**

- The RBCM strives to explain the human, natural and archival history of the Province of British Columbia and is the only institution in B.C. that assumes this role.
- Where possible continue to commit to diversity in the workplace through hiring practices that recognizes diversity for front line customer service staff and co-op students.
- Provide staff with cultural awareness training such as Culturally Responsive Service Delivery and information through pamphlets and other information pieces.
- The RBCM presents controversial issues in an objective way, and is perceived by the community as a place that presents balanced views.
- The RBCM Site is a centre of activity for locals, tourists, school children, First Nations and cultural groups and scholars.
- The RBCM will continue to engage in the process of repatriating cultural material through First Nations and the Treaty Negotiations office.
- The RBCM First Nations collections date back to the late 1800's when they were originally collected to prevent loss of cultural heritage to other areas of North America and overseas.
- The BC Archives is a valuable resource for researchers. It is one of the major information sources for B.C.'s human history and a vital element of B.C.'s culture.
- Public programming reflects a diversity of interests, and the exhibits, collections and holdings provide opportunities for visitors to learn more about the many ethnic groups that make up British Columbia.

**Key Processes, Policies and Structures in Support of Multiculturalism**

The RBCM culture supports diversity through its collection development, delivery of programs and daily activities.

**Highlights of Initiatives**

- Recognized as a world class institution, hosting visitors from around the world, the Royal BC Museum was honoured with also being recognized as one of B.C.'s Top Employers for 2009.
- Opened "Treasures: The World's Cultures from the British Museum" – an exhibit showcasing the development of human civilization through

art and artifacts, spanning more than 1.5 million years of world history, arranged geographically and chronologically into seven sections – Africa, Middle East, Europe, Asia, Oceania, the Americas and the Modern World.

- Opened "Silver of the Stars" an exhibit celebrating the works of Scottish silversmiths.

- Organized many events to commemorate Veteran's Week including seven days of free talks, activities and displays to honour whose who have served and continue to serve. Speakers included: Local Historian; Hong Kong Veterans Commemorative Association; Korean Veterans Association; and Veterans and Military Personnel.

- Opened S'abadeb – The Gifts: Pacific Coast Salish Art and Artists. An exhibition bringing together 165 ancient and contemporary works of art from the Coast Salish people of B.C. and Washington state.

- School Programs offer "A Day's Journey" which takes Grade 4 students through a day in the life of a First Nations child in history. Provided throughout the school year.

- Living Landscapes Program: a program that brings people everywhere face-to-face with RBCM staff and research in exploring the human and natural history of the province, First Nations, educators, naturalists and other agencies, to encourage and facilitate the exploration and appreciation of the human and natural history of areas in B.C. from the perspective of the people who live there.

- Provide access to 3,500+ original Aboriginal audiotapes that document the languages and stories of British Columbia First Nations.

- Third year of Thunderbird Park virtual site, which showcases the history of Thunderbird Park and the origin/meaning of the totem poles and various artifacts.

- Participated in treaty related activities with the following First Nations: Haisla, Homalco, Hul'qumi'num, Hupacasath, In-SHUCK-ch , Kashka Dena, Katzie , K'ómoks, Ktunaxa , Maa-nulth, Nisga'a , Northern Secwepemc, Te'emexw, Tla'amin, Tla-o-qui-aht, Tlowitsis , Tsawwassen, Tsay Khe Dene, Tsleil-Waututh, Wuikinuxv, Yale, Yekooche

- Ongoing sales of published books, including best seller, "Indian History of BC" and "Songhees Pictorial" published by Royal BC Museum Corporation.

- Continue to create and install information kiosks throughout the galleries, to allow visitors to read information about what they are seeing, in seven different languages.

- Updated and made more comprehensive French language visitor maps with other languages being slated for updating in the coming year.

- The RBCM has approximately 450 volunteers who reflect the diversity of the community. Volunteer positions offer an opportunity for practicing the language for those who have English as a second language.

- The staff of the RBCM speak, read and write English, French, German, Dutch, Spanish, Polish, Mandarin, Cebuano, Hindi, and Arabic. This enables us to interact effectively with our visitors from around the World.